The 2002 Public Survey About Health and the Health System in Alberta

Conducted by the
Population Research Laboratory
University of Alberta

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for
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Executive Summary

Introduction

The Alberta Health Survey has been conducted annually since 1995 to gather information about public perceptions of health and the health system in Alberta. Public survey information is used for developing, monitoring and reporting on several performance measures identified in the Ministry of Health and Wellness three-year Business Plan.

Method

- A representative sample of 4,000 adult Albertans participated in the telephone survey. A survey this size is accurate to within ±2%, 19 times out of 20. Interviews were conducted from April 24 to June 12, 2002.
- A high response rate of 77% was achieved. A high response rate means that one can have confidence that the results of the survey represent the views of all Albertans.
- The survey provides information for each of the 17 Regional Health Authorities for their own planning, monitoring and performance measurement requirements. Accuracy of results for individual regions varies from ±4% to ±10%, depending on regional sample size.

Results

- **Health Status.** Sixty-one per cent (61%) of Albertans reported in 2002 that their health was either very good or excellent, compared to 60% in 2001.
- **Knowledge of Health System.** Sixty-two per cent (62%) of respondents in 2002 said that their knowledge of the health services available to them was excellent or good, compared to 66% in 2001. Forty per cent (40%) indicated that they needed more information about available services, compared to 34% in 2001.
- **Rating of Health System.** Sixty-two per cent (62%) of Albertans rated the health system as either excellent or good in 2002, compared to 68% in 2001.
- **Quality of Care Received.** Eighty-six per cent (86%) of respondents who received health services in the past year reported that quality of care was either excellent or good, the same percentage as in the

previous year. Eighty-four per cent (84%) of respondents reported that the results of the care they received were excellent or good, compared to 86% in 2001.

- **Quality of Care Received from a Physician.** Albertans who reported receiving health services from a physician rated the quality of care of their most recent visit very highly: 88% indicated that quality of care was excellent or good, and 85% indicated that the results of the care received were either excellent or good. Over eighty-two per cent (82.5%) of respondents reported on the care that they had received from general practitioners while 17.5% reported on care received from specialists.

- **Quality of Care in Hospital.** Eighty-one per cent (81%) of respondents who had received care at a hospital reported that quality of care received was excellent or good, compared to 83% in 2001. Eighty-five per cent (85%) of respondents reported that the results of the hospital care they received were excellent or good, compared to 80% in 2001. Respondent ratings of the quality of care received in hospital by another household member were 78% in 2002, the same percentage as in the previous year.

- **Complaints about Health Services.** Twenty-one per cent (21%) of respondents reported wanting to make a complaint about services received, but only 5% reported actually complaining (compared to 7% in 2000). Most (73%) made their complaints directly to the health service provider. Thirty-three per cent (33%) reported being satisfied with the response to their complaint (compared to 42% in 2000).

- **Availability of Services.** Sixty per cent (60%) rated the availability of services in their community as excellent or good in 2002, compared to 62% in 2001.

- **Ease of Access to Health Services.** Sixty-two per cent (62%) of Albertans reported that it was easy or very easy to obtain health services in 2002, compared to 64% in the previous year. Respondents most often mentioned long waits as the reason for difficult access.

- **Ease of Access to Physician.** Eighty-six per cent (86%) of persons who had recently visited their family doctor said it had been easy or very easy to obtain this service. Seventy-seven per cent (77%) of persons who had recently visited a medical specialist said it had been easy or very easy to obtain this service. Respondents most often mentioned long waits for appointments and long waits in the doctor's office as reasons for difficult access.

- **Waiting for the Family Physician.** Regarding their most recent visit to a physician, Albertans were asked to indicate how long they waited to see the doctor from the time they made the appointment. Of those

respondents whose most recent visit was to a family physician (n=2506), 34% saw their family doctor on the same day, and an additional 39% saw the doctor in less than one week. Five per cent (5%) reported waiting more than one month.

- **Waiting for the Specialist Physician.** Of those respondents whose most recent visit to a doctor was to a specialist (n=532), 10% of respondents saw the specialist on the same day that they made an appointment and an additional 15% saw the specialist in less than one week. Forty-five per cent (45%) reported waiting more than one month.

- **Ease of Access to Hospital.** For those persons who had received emergency care, 71% said that it had been easy or very easy to obtain this service. Seventy-five per cent (75%) of those who received outpatient hospital care said that it had been easy or very easy to obtain this service and 72% of inpatients indicated that it had been easy or very easy to obtain admission to the hospital. Respondents most often mentioned long waiting times as the reason for difficult access.

- **Waiting for Health Services.** Twenty-two per cent (22%) of respondents reported that they or a member of their household were waiting for medical treatment, consultation or tests, surgery, or other health services, compared to 20% in 2001. Sixty-two per cent (62%) of these persons in 2002 were waiting for consultations or tests, 24% were waiting for surgery, 12% were waiting for some other treatment, and 2% were waiting for home care services or long term care placement.

- **Inability to Receive Care.** Eleven per cent (11%) of Albertans reported being unable to receive needed care in 2002, the same percentage as in 2001. However, most of these respondents indicated that they did eventually get the service they needed, either at a later time or at a different location. A little over two per cent said that there was an occasion during the past year when they never received the care they needed.

- **Ratings by Need for Health Services.** Overall, respondents with poorer health or with high need for health services provided less favourable ratings of the health system in 2002 than did more healthy Albertans, similar to patterns reported in 2001.

- **Satisfaction with Health Care.** Eighty-six per cent (86%) of Albertans were very satisfied or somewhat satisfied with the way the health service they had most recently received was provided to them. Sixty-nine per cent (69%) of Albertans were very satisfied or somewhat satisfied with the health care system in Alberta in 2002, compared to 76% in 2001.

1 Introduction

The 2002 Public Survey About Health and the Health System in Alberta follows similar surveys conducted annually beginning in 1995. Since 1996, Alberta Health and Wellness has contracted the Population Research Laboratory (PRL) at the University of Alberta to conduct the annual survey of 4000 adult Albertans. The purpose of the surveys is to obtain the views of the public on the performance of the health system in Alberta.

The 2002 survey questionnaire was administered to a stratified sample of Albertans in each of the province's seventeen health regions. The PRL's computer assisted telephone interviewing (CATI) system was used to conduct the survey which took place from April 24 to June 12, 2002. This report details the findings from the survey.

2 Methods

2.1 Survey Instrument

Alberta Health and Wellness established a number of objectives for the survey including the assessment of:

- self-reported health status and health needs
- behavioural and lifestyle contributions to health
- knowledge of health services
- quality of health care services received
- the family's contribution to health care
- availability and accessibility of health care services
- failure to receive needed care
- satisfaction with the health care system and services received
- awareness of statistics or reports on health service performance
- variation by age, gender, and health region

The 2002 survey follows similar surveys conducted annually since 1995. In order to allow for comparison with the data collected in previous years, a number of questions asked in earlier surveys were repeated in the 2002 survey.

A draft form of the 2002 survey instrument was developed by Alberta Health and Wellness and the PRL. This instrument was formatted for use in the PRL's CATI system, and then pretested on a random sample of 30 residents of the Capital Regional Health Authority on March 15, 2002. The purpose of the pretest was to assess the questionnaire for clarity, for ability to generate a strong response rate, and to test the programming of the CATI system. On the basis of the results, minor changes were made in order to better meet the needs of Alberta Health and Wellness. The complete questionnaire is in Appendix B of this report.

The 2002 questionnaire contained several changes from 2001 including the following:

- Questions 19a-d from the 2001 survey were not asked in 2002. These questions had asked respondents about their household members' need for prescription drugs and ease or difficulty obtaining prescription medicine.

- In the 2000 survey, respondents had been asked about complaints that they had wanted to make or had made about health services that they or a household member had received during the past year. These questions were not asked in the 2001 survey but were repeated in the 2002 survey (see questions 19a-e in Appendix B).

2.2 Changes in Regional Health Authority Boundaries

There were no substantial changes to RHA boundaries affecting the comparability of responses from the 2000, 2001 and 2002 surveys.

2.3 Sampling

The 4000 survey respondents were stratified by RHA, chosen according to age and gender quotas, and weighted in order to provide a representative sample of Albertans 18 or more years of age. It was decided that a minimum of 100 interviews should be conducted in each of the regions. This sample size provides an approximate accuracy level of ±10%, nineteen times out of twenty. In the Calgary RHA, the largest health region, the accuracy level is approximately ±4% while for the entire province the accuracy level is approximately ±2%, nineteen times out of twenty. When examining differences between years, a difference of 3% or larger is significant for provincial estimates, while significant differences for changes within a region range from 6% for the Calgary RHA to 15% for the smallest RHAs, depending on the regional sample size. (For more details on the sampling procedure, see Appendix A.)

2.4 Response Rate

The response rate for the 2002 survey was 77%. The response rates for the surveys from 1996 to 2002 are shown below. (For more details on the calculation of response rates, see Appendix A.)

	2002	2001	2000	1999	1998	1997	1996
Completed	4000	4000	4000	4000	4000	4000	4000
Refused	1056	826	898	939	695	961	1125
Incomplete	39	42	37	38	35	31	29
Language barrier	134	65	77	77	60	117	81
Response rate	77%	81%	80%	79%	84%	78%	76%

2.5 Data Collection and Analysis

The PRL conducted data collection from its research facility at the University of Alberta in Edmonton. Interviewing took place from April 24 to June 12, 2002. Interviewing was scheduled from 9:30 a.m. until 9:00 p.m. on weekdays and from 10:00 a.m. until 4:00 p.m. on Saturdays and 2:00 p.m. until 8:00 p.m. on Sundays. There was no interviewing on Victoria Day Monday (May 20).

After an initial blanket coverage of interviewing in the weekday daytime, interviewing schedules were concentrated in the weekday evening and weekend time periods. Experienced supervisors monitored the work of the interviewers and over 10% of surveys were validated. A small oversample of interviews was completed for use should any of the 4000 surveys not pass the data verification phase. It was not necessary to use the oversample.

Data collected were automatically tabulated using the PRL's CATI system. The data were converted into SPSS-Windows for data analysis. The data were analyzed for wild codes and inconsistencies. "Other" open-ended responses were coded where feasible.

For purposes of province-wide analysis, weights were assigned as described in Appendix A. The weights are not used when the analysis focuses on separate health regions or on the characteristics of the sample itself. The weights are used when the analysis focuses on the province as a whole. A set of weighted province-wide responses was provided to Alberta Health. The data were also provided to Alberta Health and Wellness in machine-readable form.

The Chi-square statistic is calculated where appropriate to assess the statistical significance of trends or relationships between variables. A statistically significant pattern is unlikely to be obtained by chance.

2.6 Profile of Respondents

Unweighted data were used to provide a profile of the participants in the survey. The numbers of males and females interviewed were almost equal (1992 males and 2008 females).

Figure 1 shows the distribution of the population by age groups for persons 18 years of age and older in Alberta for both the 2002 survey sample and the 1996 census (results of the 2001 census were not available at the time of writing). The index of dissimilarity indicates that the survey sample accurately represents the adult population of Alberta. The average respondent was between 25 and 44 years of age.

The median household size was 3 persons and 94% of respondents indicated that their household was made up of from 1 to 5 persons including children (see Figure 2). Median household income was $55,000-59,999 before taxes. The typical respondent had completed high school and had obtained some post-secondary education.

Figure 1

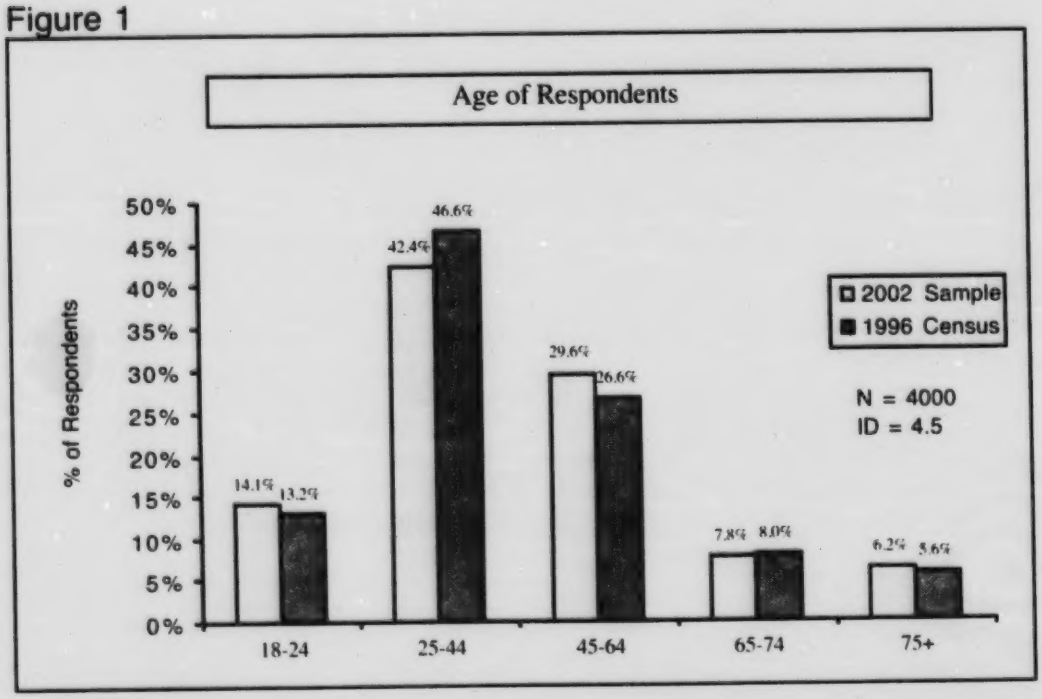
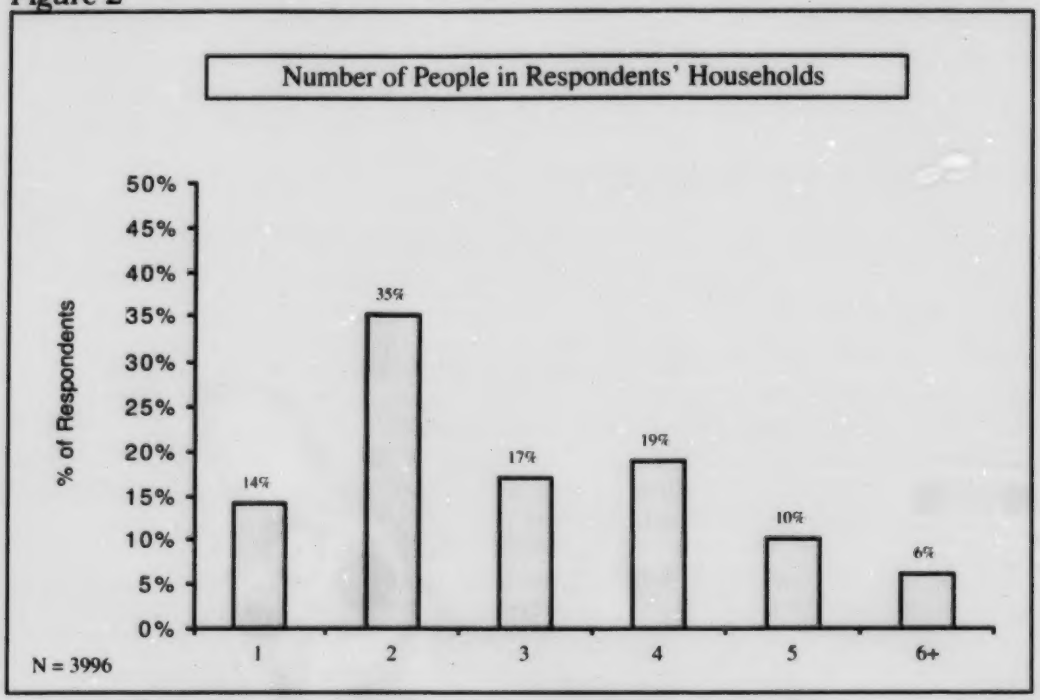


Figure 2



It is shown in Figure 3 that forty-nine per cent (49%) of respondents in 2002 could correctly name the health region in which they lived. This statistic shows a small improvement over 2001. The percentage of respondents who could correctly name their health region ranged from a low of 23% (East Central RHA) to a high of 79% (Mistahia RHA).

Seventy-eight per cent (78%) of respondents reported that they had personally received health care services in Alberta in the past twelve months.

Forty-one per cent (41%) of respondents said that they had seen or read statistics or reports on health service performance in Alberta in the past year. Forty-six per cent (46%) of these respondents said that the statistics or reports that they had seen were produced by the Ministry of Alberta Health and Wellness. Nineteen per cent (19%) of respondents said that the statistics or reports were not produced by Alberta Health and Wellness while 35% did not know the origin of the statistics or reports that they had seen.

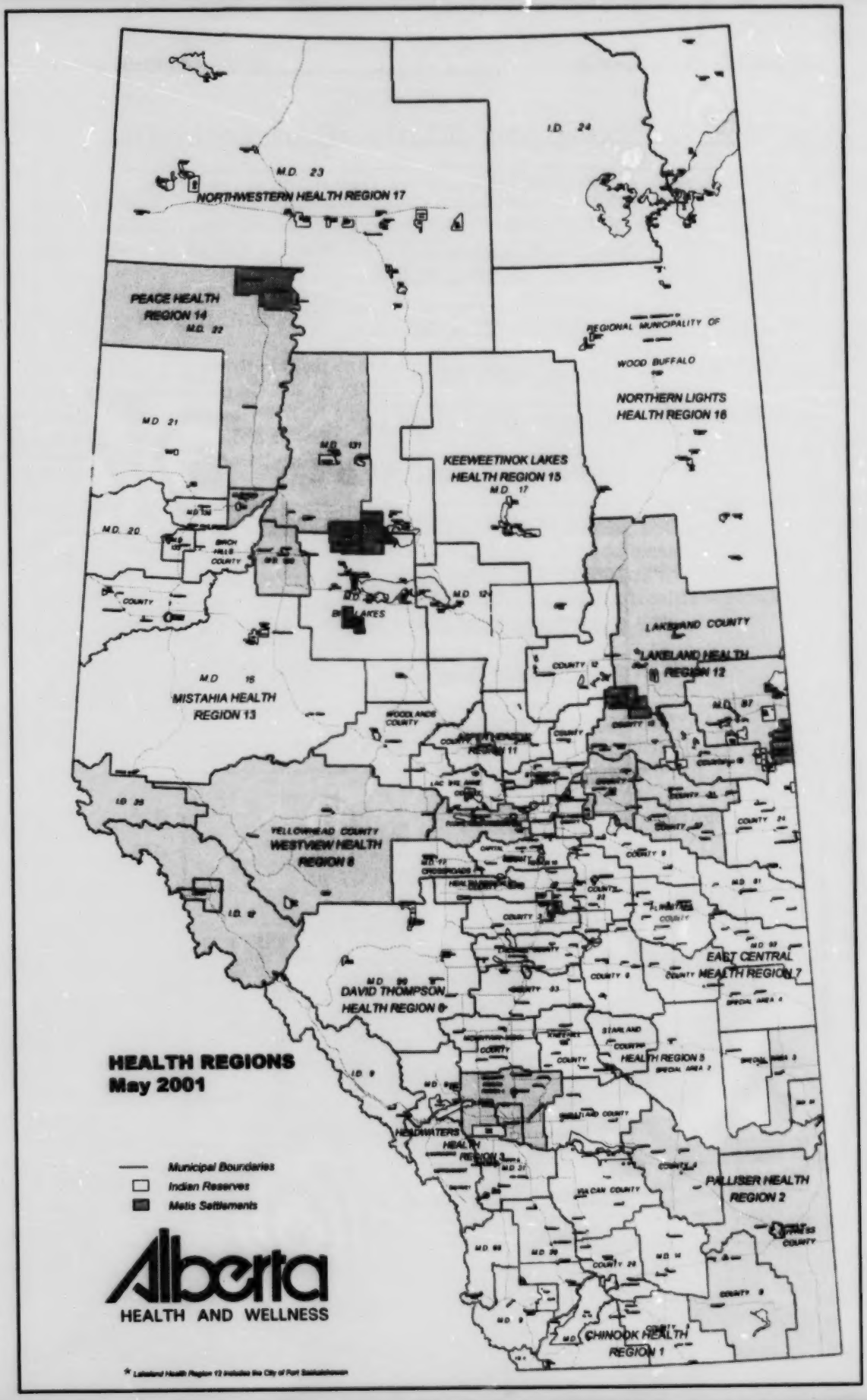
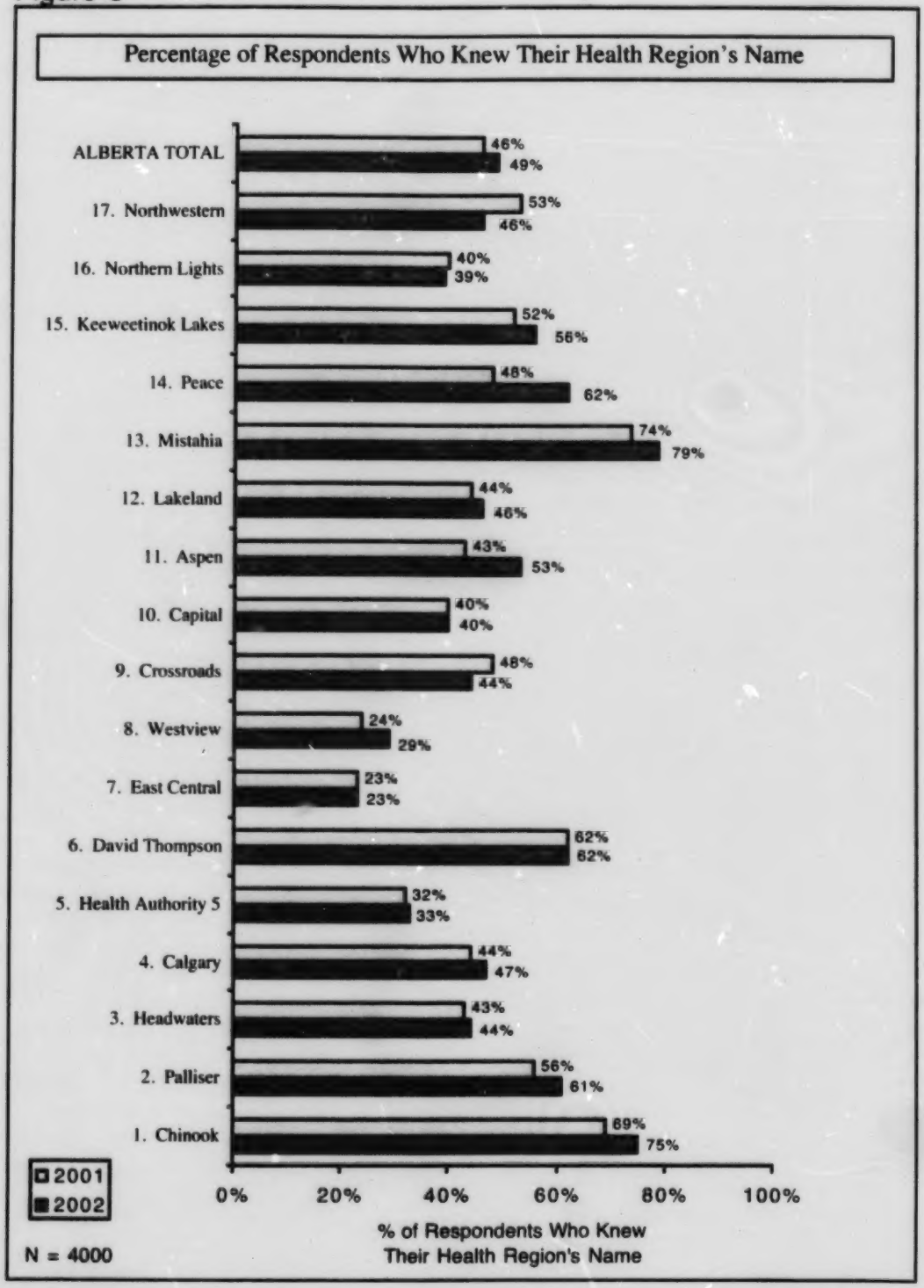

NORTHWESTERN HEALTH REGION 17
PEACE HEALTH REGION 14
NORTHERN LIGHTS HEALTH REGION 16
KEEWEETINOK LAKES HEALTH REGION 15
LAKELAND HEALTH REGION 12
MISTAHIA HEALTH REGION 13
WESTVIEW HEALTH REGION 8
EAST CENTRAL HEALTH REGION 7
DAVID THOMPSON HEALTH REGION 6
HEALTH REGION 5
HEADWATERS HEALTH REGION 4
PALLISER HEALTH REGION 2
CHINOOK HEALTH REGION 1
HEALTH REGIONS
May 2001
Municipal Boundaries
Indian Reserves
Metis Settlements
Alberta
HEALTH AND WELLNESS

Figure 3


Percentage of Respondents Who Knew Their Health Region's Name
ALBERTA TOTAL
46%
49%
17. Northwestern
53%
46%
16. Northern Lights
40%
39%
15. Keeweetinok Lakes
52%
56%
14. Peace
48%
62%
13. Mistahia
74%
79%
12. Lakeland
44%
46%
11. Aspen
43%
53%
10. Capital
40%
40%
9. Crossroads
48%
44%
8. Westview
24%
29%
7. East Central
23%
23%
6. David Thompson
62%
62%
5. Health Authority 5
32%
33%
4. Calgary
44%
47%
3. Headwaters
43%
44%
2. Palliser
56%
61%
1. Chinook
69%
75%
2001
2002
0%
20%
40%
60%
80%
100%
% of Respondents Who Knew Their Health Region's Name
N = 4000

3 Health and Health Service Needs

Respondents were asked about their health status, their current health-related habits and lifestyle, recent changes made to improve health, and their need for health services (see questions 1 to 7 in Appendix B).

3.1 Health Status

Overall, 61.2% of Albertans rated their health as very good or excellent in 2002 (compared to 60.3% in 2001 and 63.4% in 2000; see Figure 4). In 2002, 22.8% indicated that their health was excellent, 38.5% said that it was very good, 25.5% rated their health as good, 9.6% said it was fair, and 3.6% rated their health as poor.

Figure 5 shows self-reported health status, by health region and year of survey (2002, 2001). In general in 2002, residents in the southern half of the province tended to report higher health status than residents in the northern half of the province. In particular, health status in the Headwaters, Calgary, Crossroads and David Thompson health regions was higher than the provincial average.

Figure 4

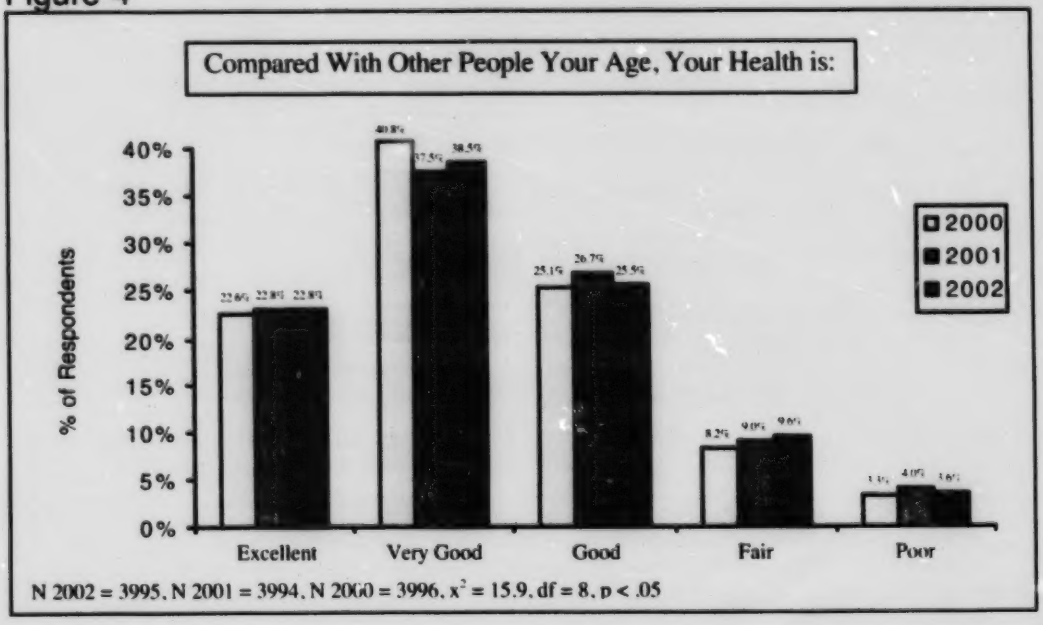
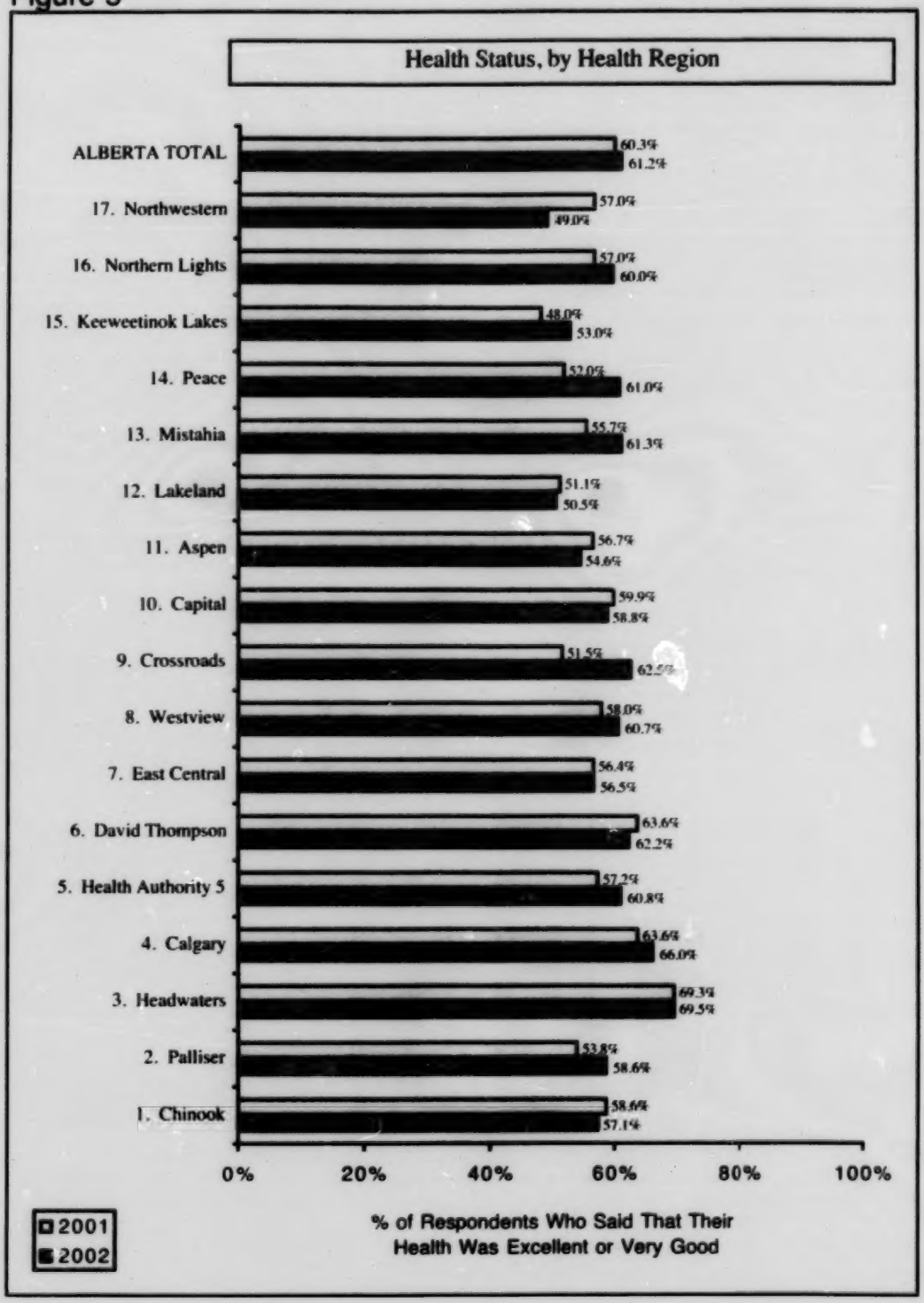
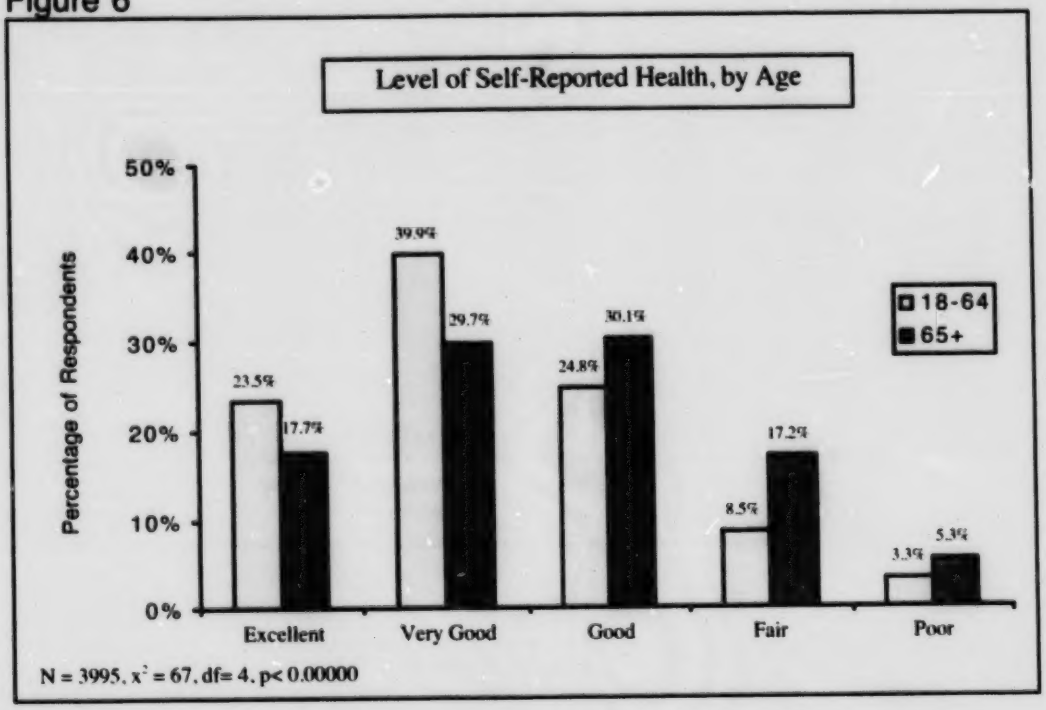


Figure 5


Health Status, by Health Region
ALBERTA TOTAL
17. Northwestern
16. Northern Lights
15. Keeweetinok Lakes
14. Peace
13. Mistahia
12. Lakeland
11. Aspen
10. Capital
9. Crossroads
8. Westview
7. East Central
6. David Thompson
5. Health Authority 5
4. Calgary
3. Headwaters
2. Palliser
1. Chinook
60.3%
61.2%
57.0%
49.0%
57.0%
60.0%
48.0%
53.0%
52.0%
61.0%
55.7%
61.3%
51.1%
50.5%
56.7%
54.6%
59.9%
58.8%
51.5%
62.5%
58.0%
60.7%
56.4%
56.5%
63.6%
62.2%
57.2%
60.8%
63.6%
66.0%
69.3%
69.5%
53.8%
58.6%
58.6%
57.1%
0%
20%
40%
60%
80%
100%
2001
2002
% of Respondents Who Said That Their Health Was Excellent or Very Good

Males and females reported similar health levels. However, older persons reported lower health levels than younger respondents (see Figure 6).

Figure 6



The average respondent reported that over the last thirty days they had enjoyed 26.2 days in good physical health, 26.4 days in good mental health, and 27.8 days when they were able to do their usual activities unimpeded by poor physical or mental health.

3.2 Health Habits and Lifestyle

Most respondents considered their habits and lifestyle to be healthy (see Figure 7a). Furthermore, Figure 7b shows that over one-half (54%) of respondents said that they had made changes in the past twelve months to improve their health. Figure 8 indicates that females were more likely than males to have made changes in the past twelve months to improve their health and that younger adults were most likely to have made such changes. Figure 9 shows that the most common changes made in the past twelve months by respondents to improve their health were increased exercise (35% of females and 25% of males), changed diets (28% of females and 22% of males), and quitting or reducing smoking (7% of females and 10% of males).

Figure 7a

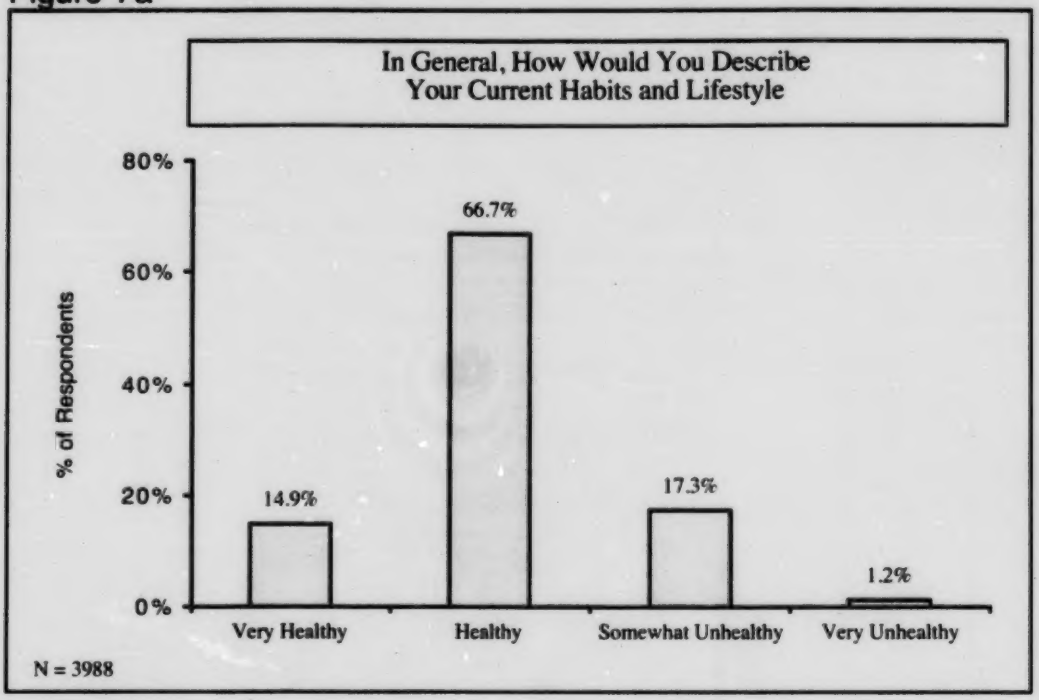


Figure 7b

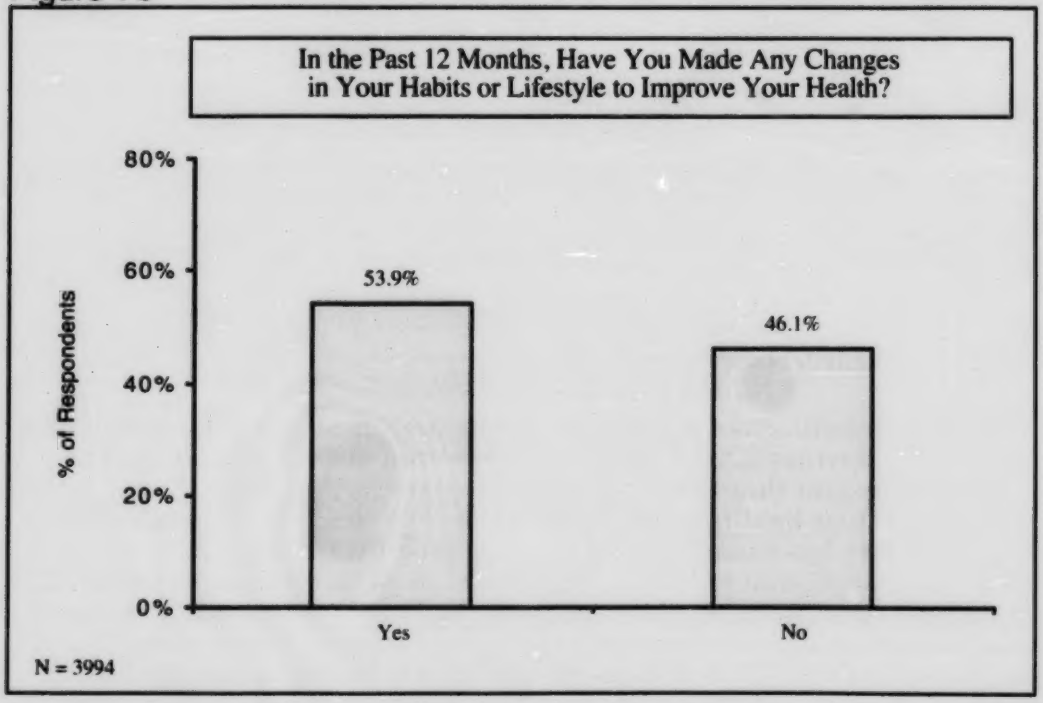


Figure 8

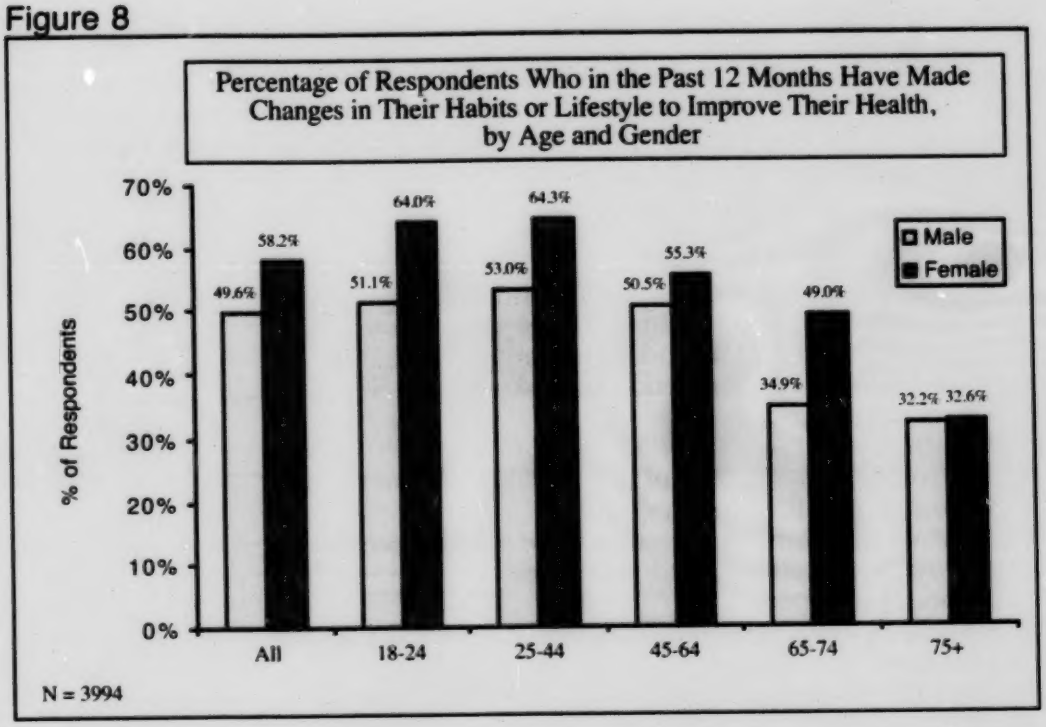
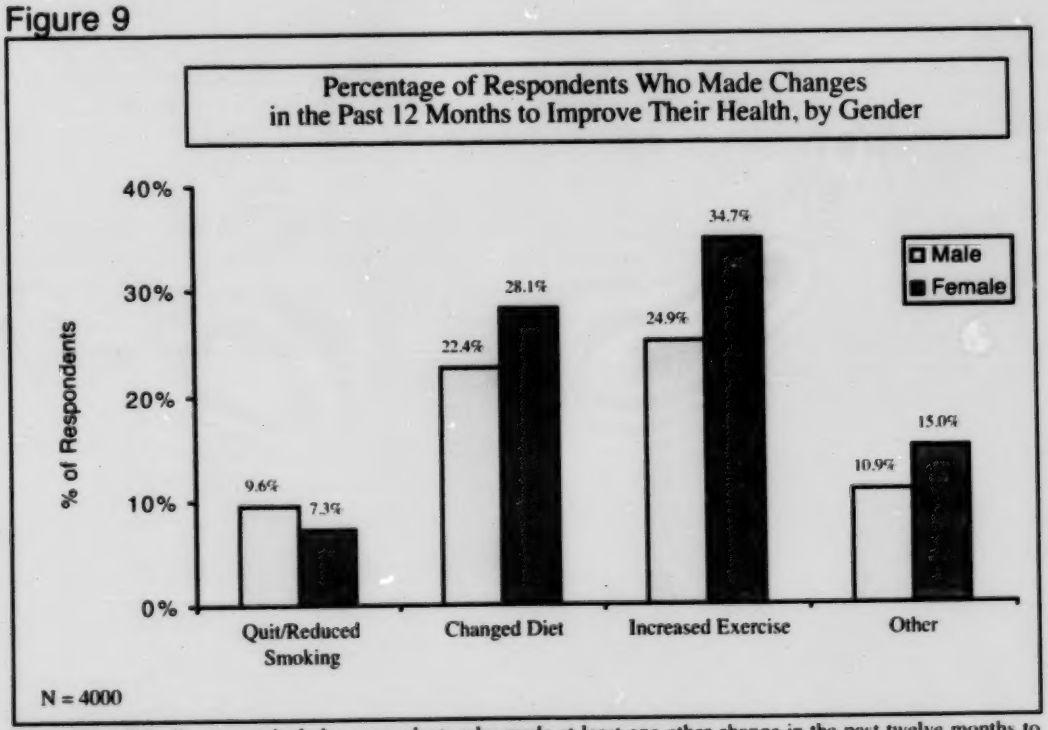


Figure 9



Note: The "Other" category includes respondents who made at least one other change in the past twelve months to improve their health. Less than 5% of respondents made any one of the changes included in the "Other" category.

3.3 Health Service Needs

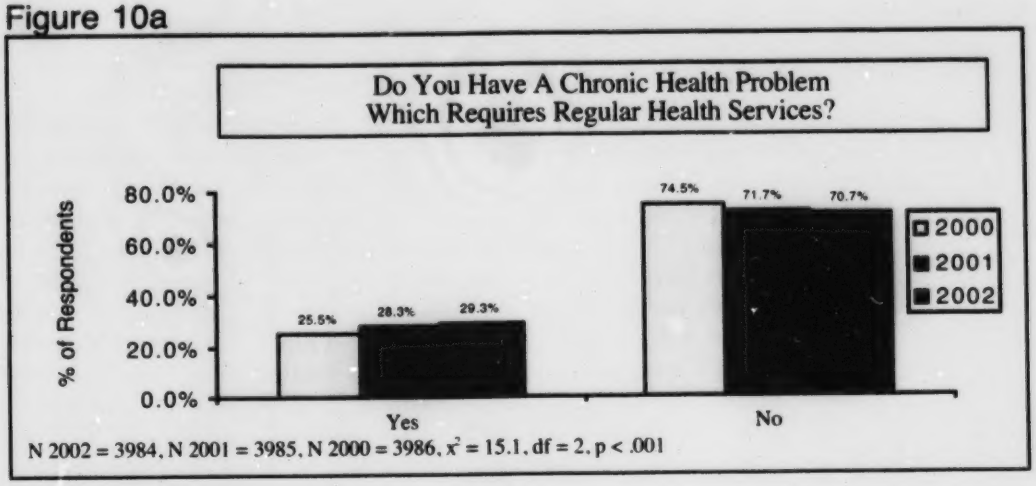
Twenty-nine per cent (29%) of respondents in 2002 (28% in 2001 and 26% in 2000) reported a chronic health problem that requires regular health services (see Figure 10a). Respondents reported the following health conditions:

• Heart and circulatory diseases (including hypertension)	8.6%
• Muscular or skeletal diseases/conditions (including skin diseases, arthritis, multiple sclerosis)	7.7%
• Diabetes, thyroid, and other endocrine diseases	4.9%
• Asthma and other chronic respiratory diseases	4.0%
• Chronic pain	2.8%
• Mental health	2.4%
• Neurological diseases (including CNS degeneration, fibromyalgia, Parkinson's)	1.9%
• Gastro-intestinal diseases (affecting liver, pancreas, stomach, intestines, and gall bladder)	1.8%
• Cancer (all types)	0.8%
• Genito-urinary (kidneys, bladder, urinary tract)	0.6%
• Allergies	0.7%
• Reproductive (e.g., impotence, fertility)	0.4%

Nine per cent (9)% of respondents in 2002 (9% in 2001 and 8% in 2000) reported that their need for health services was high (see Figure 10b). Figure 10c shows that 19% of households (compared to 18% in both 2001 and 2000) had a member who had a high level of need for health services.

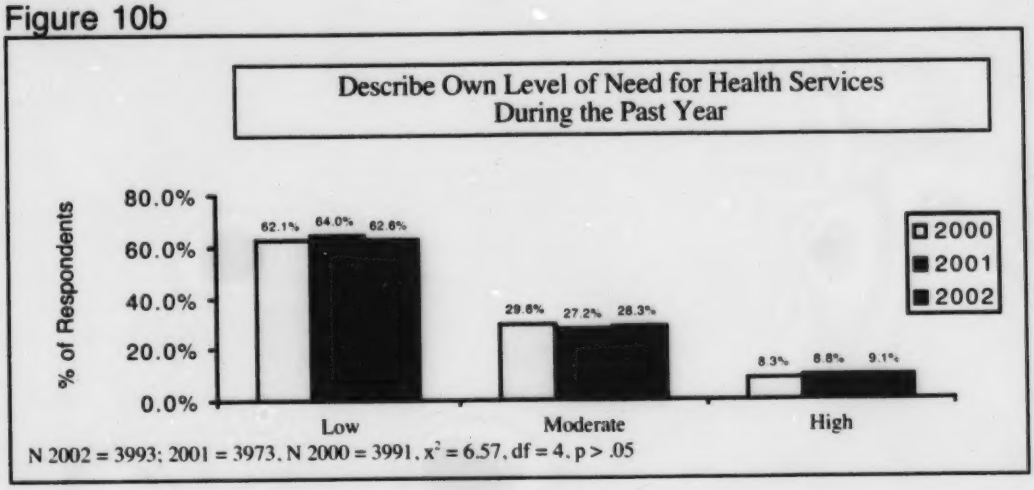
Females and older age groups were more likely to report chronic health problems which require regular health services (see Figure 11). Figure 12 shows that female respondents under age 75 were more likely than males to report a high level of need for health services in the past year. Finally, the percentage of respondents reporting a high level of need tended to rise with age for males although not for females.

Figure 10a



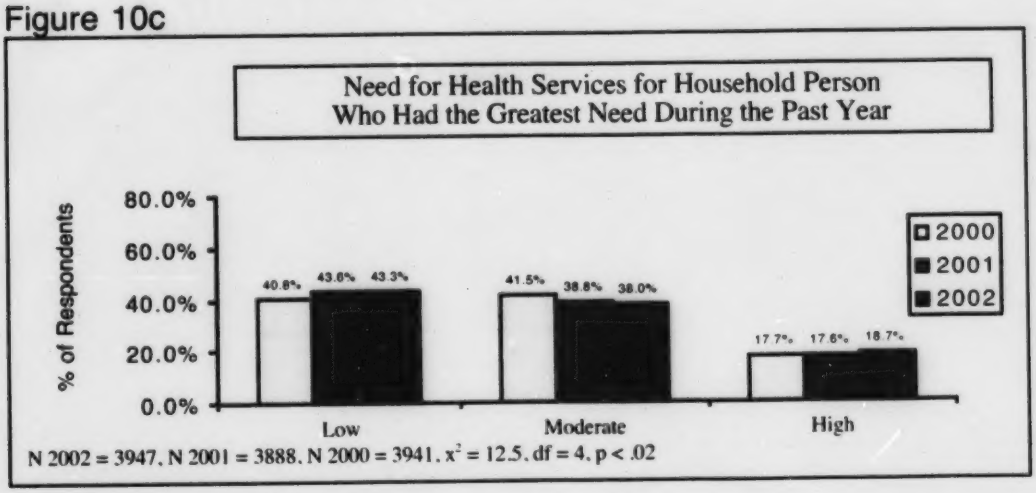
N 2002 = 3984, N 2001 = 3985, N 2000 = 3986, x^2 = 15.1, df = 2, p < .001

Figure 10b



N 2002 = 3993; 2001 = 3973, N 2000 = 3991, x^2 = 6.57, df = 4, p > .05

Figure 10c



N 2002 = 3947, N 2001 = 3888, N 2000 = 3941, x^2 = 12.5, df = 4, p < .02

Figure 11

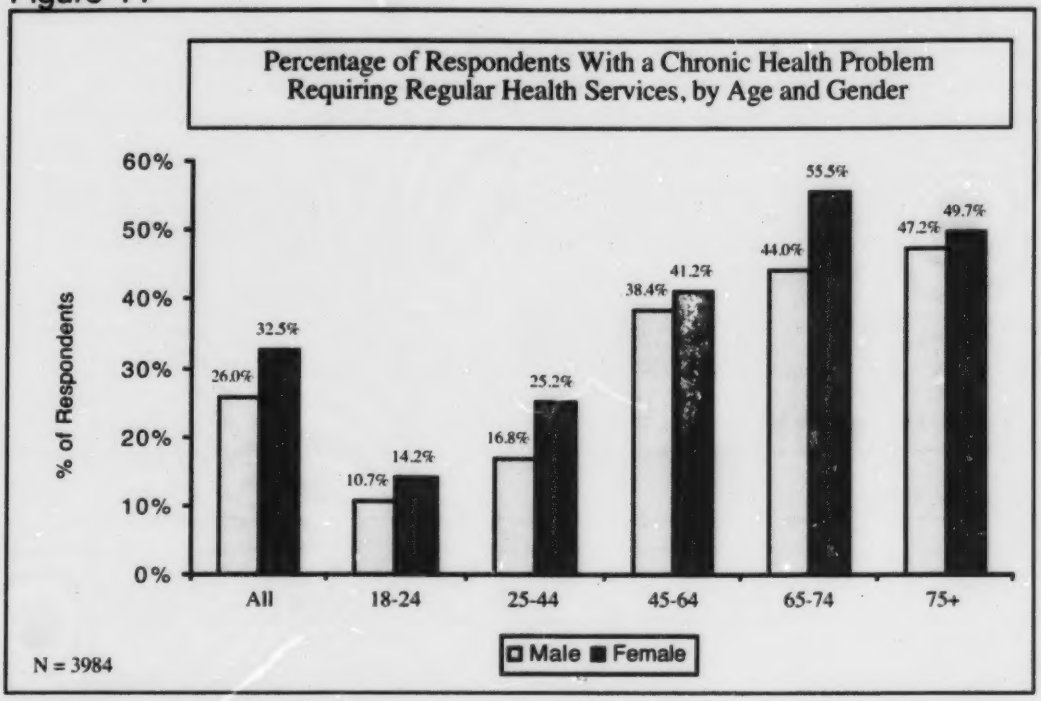
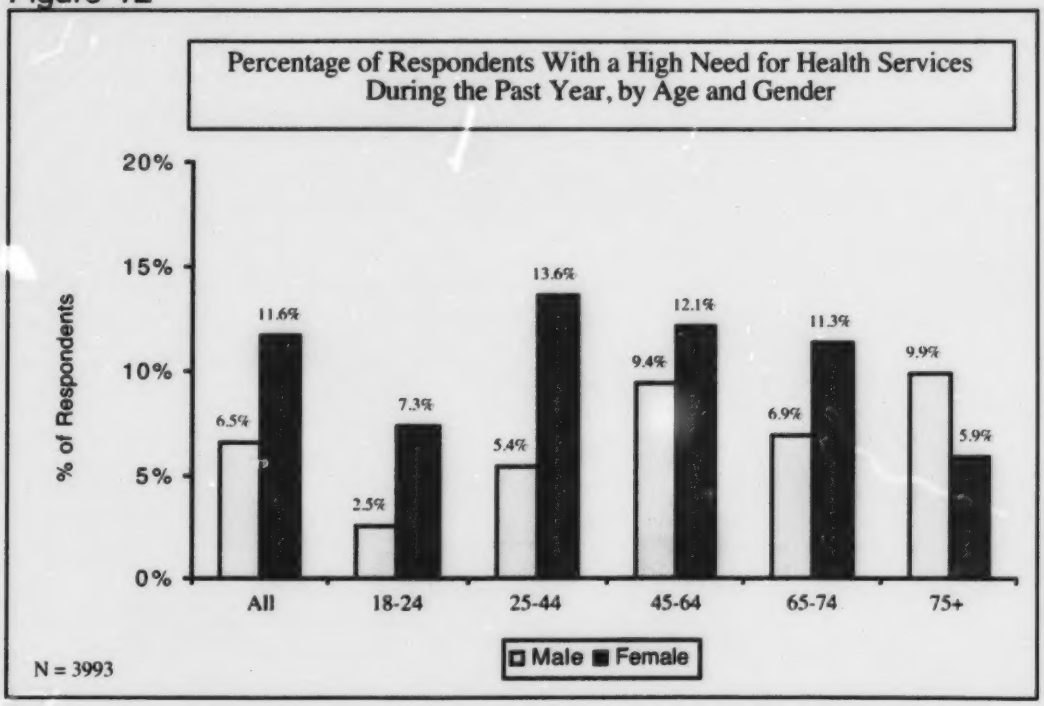


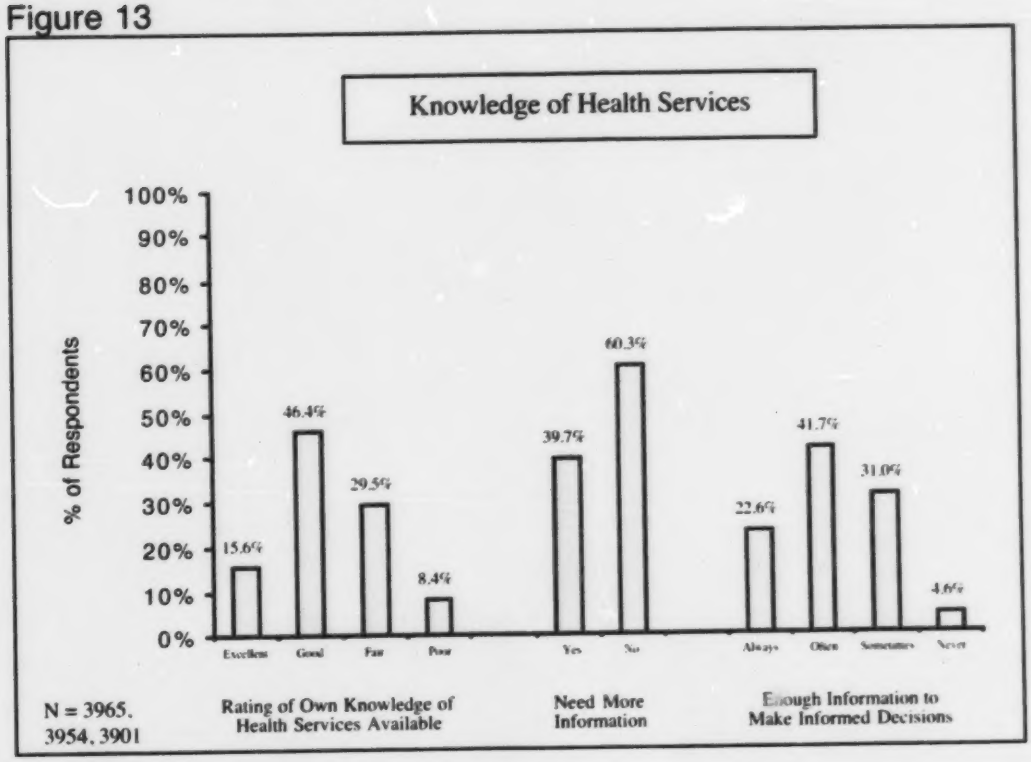
Figure 12



4 Knowledge of Health Services

Respondents were asked several questions about their knowledge of health services (see questions 8, 9 and 20 in Appendix B). Respondents said their knowledge of the health services available to them was either excellent (16%) or good (46%). Forty per cent (40%) of respondents said that they needed more information about the health services that are available to them. Twenty-three per cent (23%) of respondents felt that they always had enough information to make informed decisions about needed health care services while 42% and 31% respectively felt that they often or sometimes had enough information (see Figure 13). These results were similar to those reported in 2000 and 2001.

Figure 13



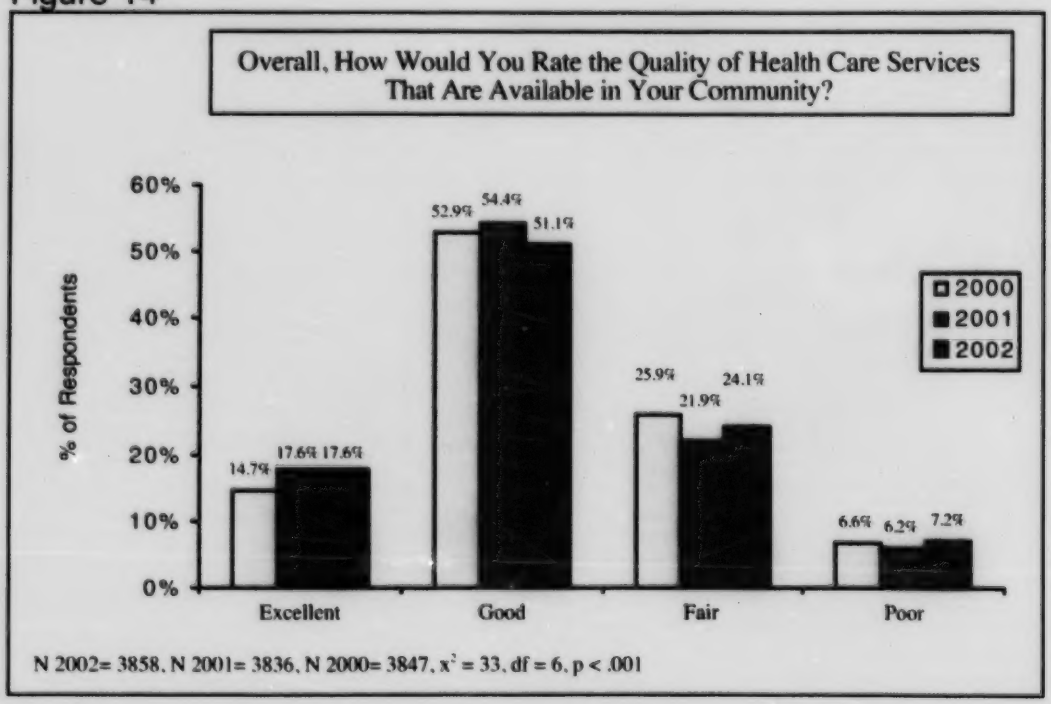
5 Quality of Health Care Services

Respondents were asked to rate the overall quality of health care available in their community, the quality of care personally received, the quality of care received from a physician, and the quality of care received at a hospital (see questions 11 and 14 to 17 in Appendix B.)

5.1 Quality of Health Care Services in the Community

Overall, 68.7% of Albertans rated the quality of health care services available in their community as either good or excellent in 2002 (compared to 72.0% in 2001 and 67.6% in 2000; see Figure 14). These ratings changed significantly from 2001 to 2002 with respondents in 2002 more likely to judge health care services in the community to be fair or poor and less likely to rate them as good. In 2002, 17.6% of respondents rated the quality of health care services in their community as excellent, 51.1% said quality was good, 24.1% chose fair, while 7.2% said quality was poor.

Figure 14



5.2 Quality of Care Personally Received

A total of 3165 of the 4000 survey respondents (79.1%) had personally received health care service in Alberta in the past twelve months. Overall, 86.0% of Albertans rated the quality of health care services personally received as good or excellent in 2002 (compared to 86.0% in 2001 and 85.7% in 2000; see Figure 15). These ratings did not change significantly during 2000 to 2002. In 2002, 33.9% of respondents said that the quality of health services that they had personally received was excellent, 52.1% said good, 11.4% chose fair, while 2.5% said quality was poor.

Figure 15

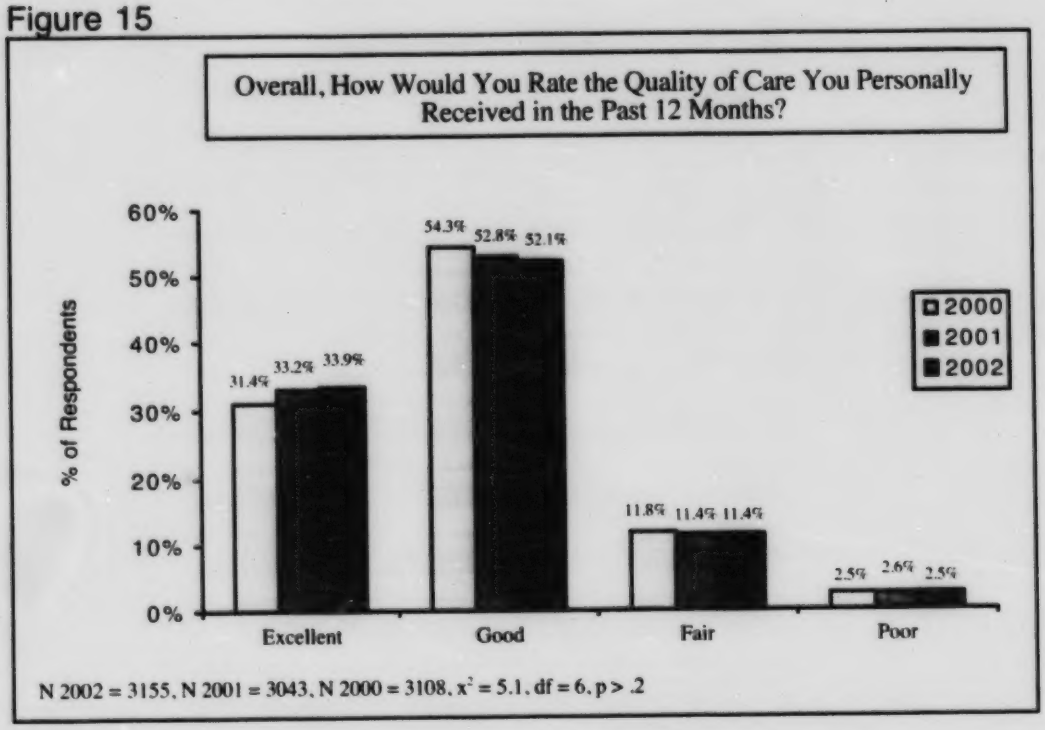
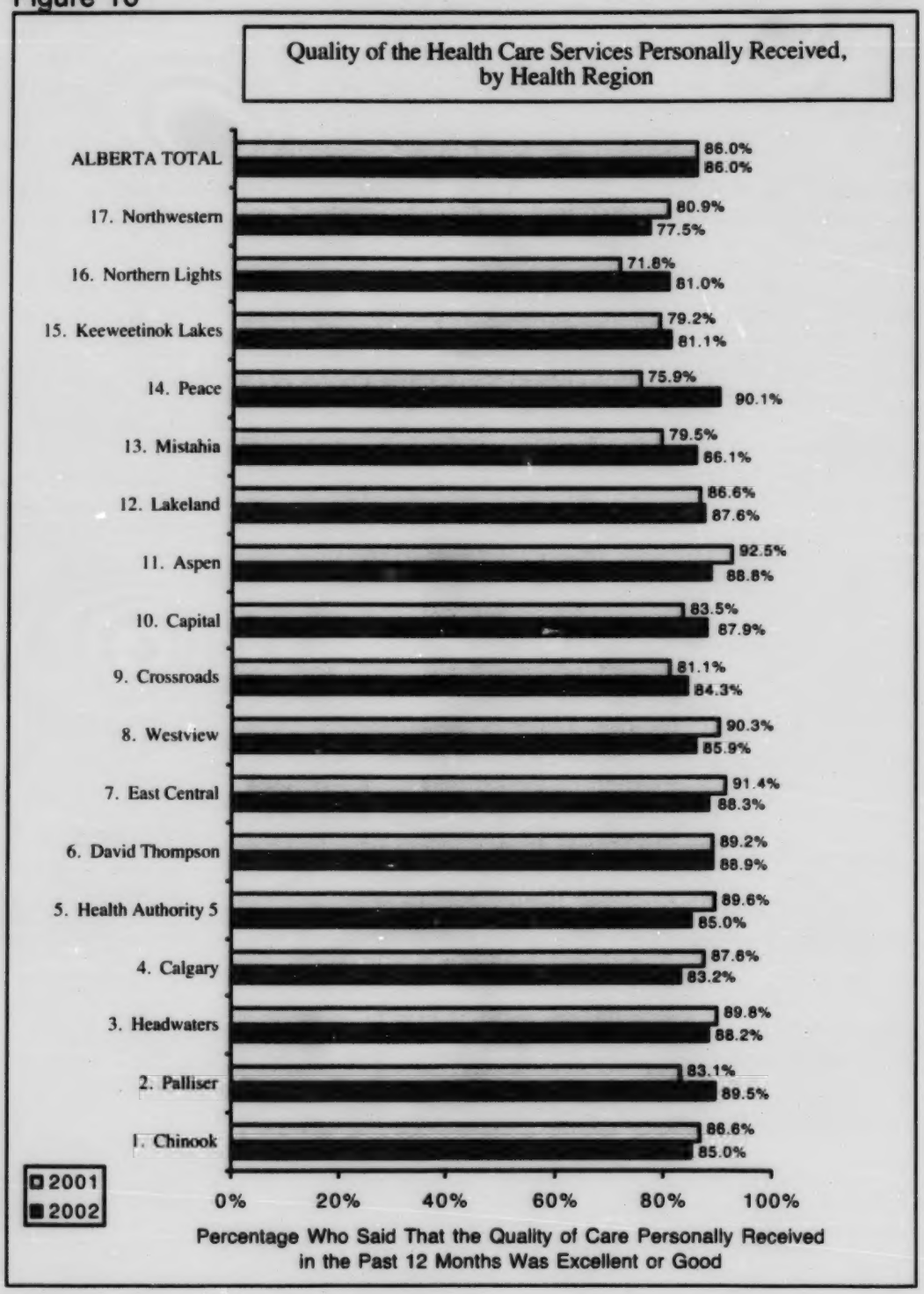


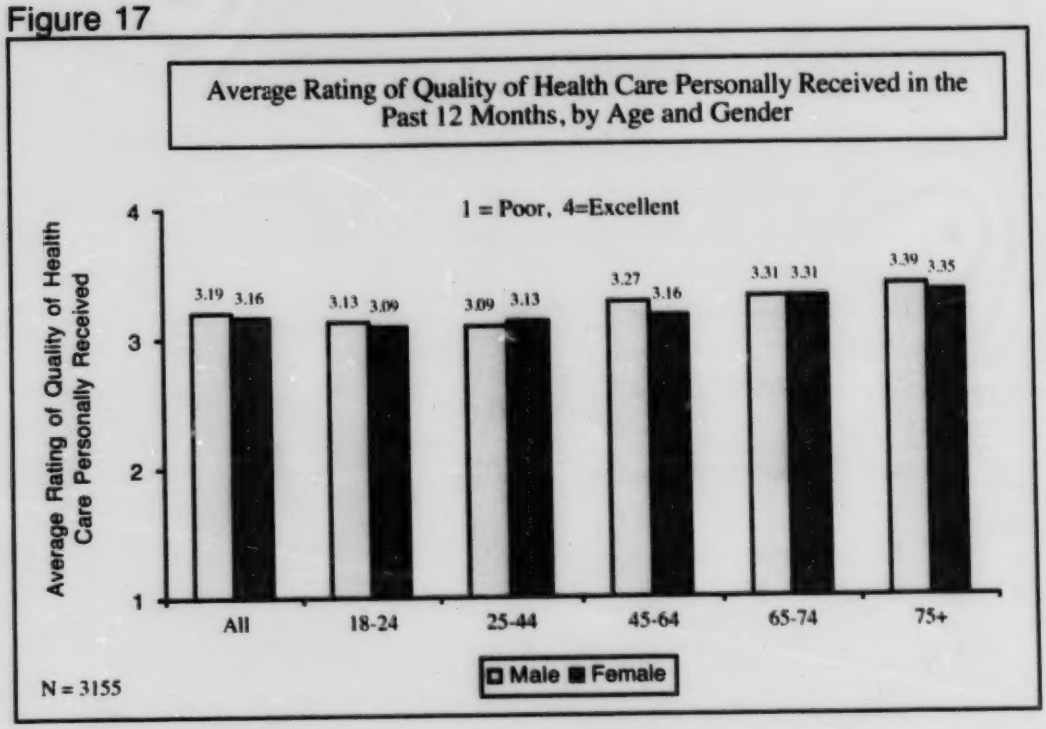
Figure 16 shows ratings of the quality of health care personally received by health region and year of survey (2002, 2001). Ratings of the quality of health care personally received by respondents tended to be lowest in the most northern parts of the province.

Figure 16


Quality of the Health Care Services Personally Received, by Health Region
ALBERTA TOTAL
17. Northwestern
16. Northern Lights
15. Keeweetinok Lakes
14. Peace
13. Mistahia
12. Lakeland
11. Aspen
10. Capital
9. Crossroads
8. Westview
7. East Central
6. David Thompson
5. Health Authority 5
4. Calgary
3. Headwaters
2. Palliser
1. Chinook
86.0%
86.0%
80.9%
77.5%
71.8%
81.0%
79.2%
81.1%
75.9%
90.1%
79.5%
86.1%
86.6%
87.6%
92.5%
88.8%
83.5%
87.9%
81.1%
84.3%
90.3%
85.9%
91.4%
88.3%
89.2%
88.9%
89.6%
85.0%
87.6%
83.2%
89.8%
88.2%
83.1%
89.5%
86.6%
85.0%
2001
2002
0%
20%
40%
60%
80%
100%
Percentage Who Said That the Quality of Care Personally Received in the Past 12 Months Was Excellent or Good

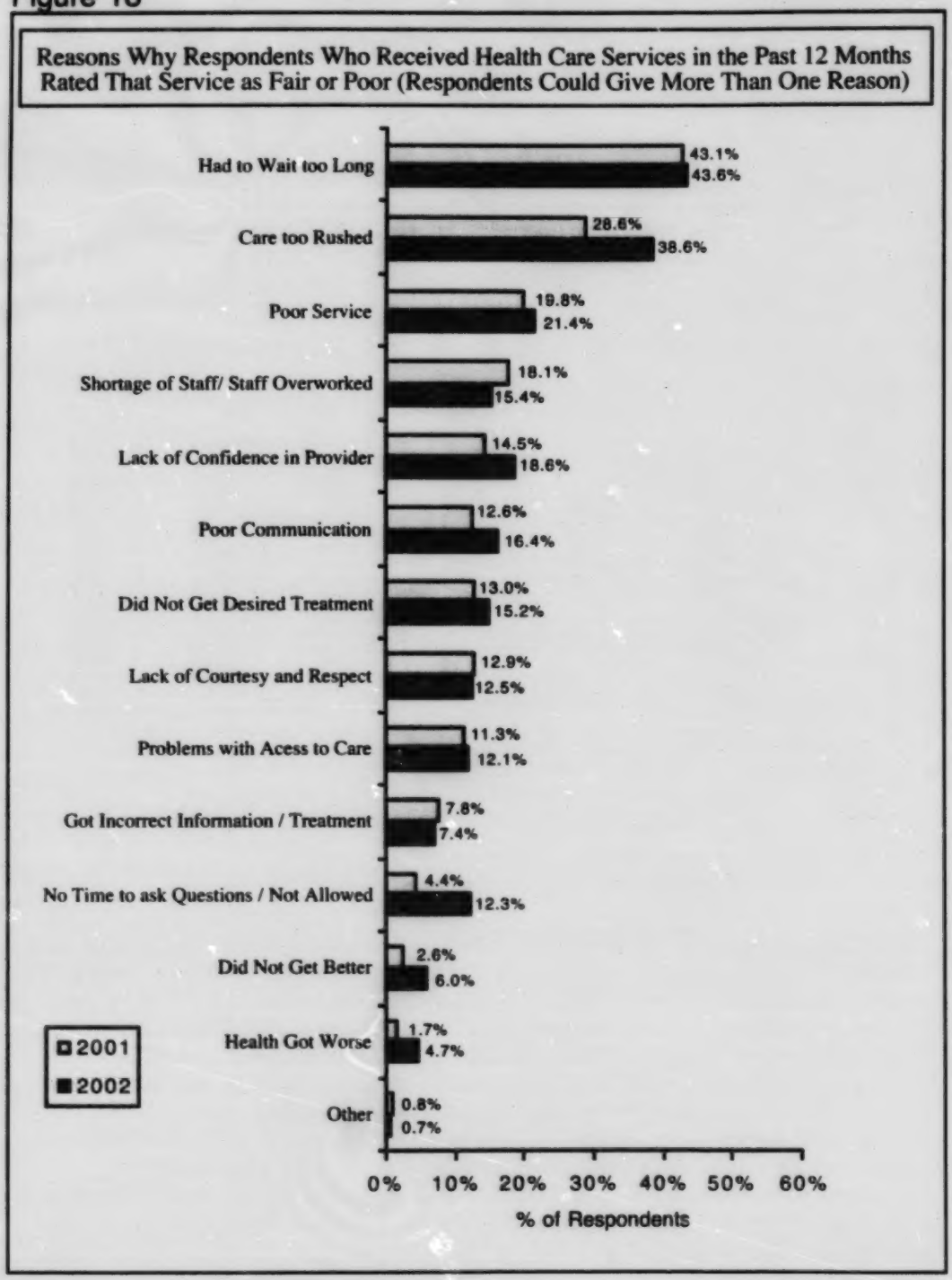
Ratings of the quality of health care personally received in the past twelve months did not vary noticeably by gender. Older Albertans, however, tended to give higher ratings of quality of care received (see Figure 17).

Figure 17



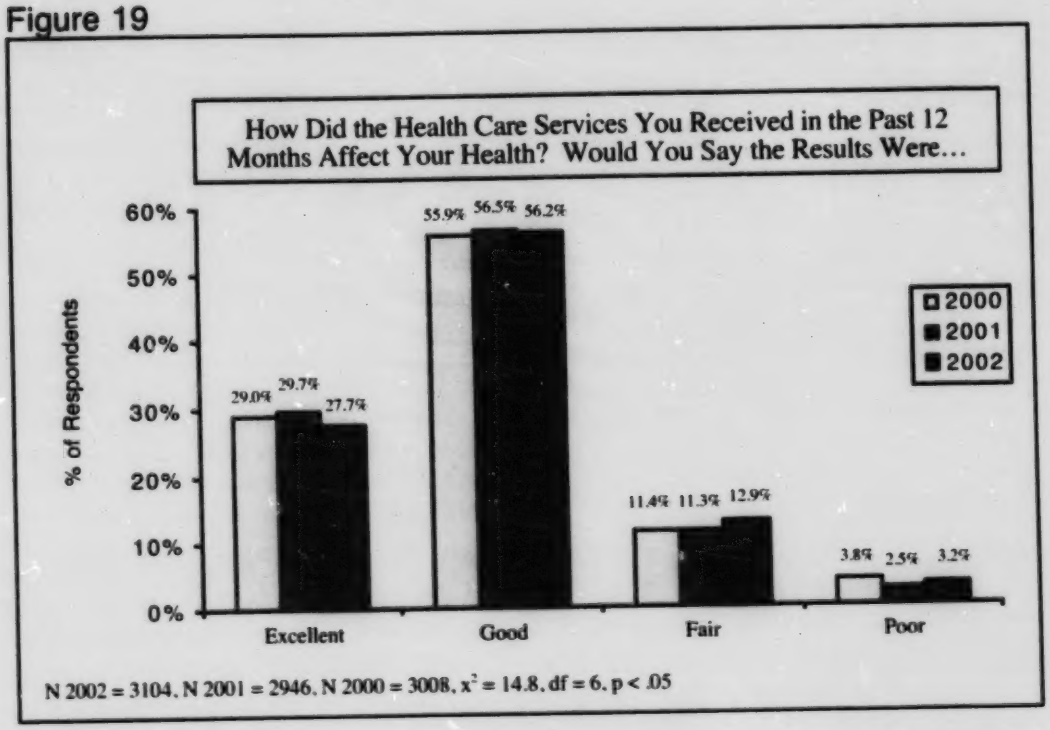
The reasons given by the 14% of respondents who had received care and rated it as either fair or poor are shown in Figure 18 (multiple responses were recorded). The most frequent complaint concerned having to wait too long (44%) or feeling too rushed (39%). Others complained that they received poor service (21%) or that there were not enough staff or that staff were overworked (15%). Some said that they lacked confidence in the provider of care (19%), experienced poor communication (16%), did not get the desired treatment (15%), were not treated with courtesy and respect (13%), had problems with access to care (12%), were given incorrect information or incorrect treatment (7%), or did not have the opportunity to ask questions (12%). A few felt that their health did not get better (6%) or that it got worse (5%).

Figure 18


Reasons Why Respondents Who Received Health Care Services in the Past 12 Months Rated That Service as Fair or Poor (Respondents Could Give More Than One Reason)
Had to Wait too Long
43.1%
43.6%
Care too Rushed
28.6%
38.6%
Poor Service
19.8%
21.4%
Shortage of Staff/ Staff Overworked
18.1%
15.4%
Lack of Confidence in Provider
14.5%
18.6%
Poor Communication
12.6%
16.4%
Did Not Get Desired Treatment
13.0%
15.2%
Lack of Courtesy and Respect
12.9%
12.5%
Problems with Acess to Care
11.3%
12.1%
Got Incorrect Information / Treatment
7.8%
7.4%
No Time to ask Questions / Not Allowed
4.4%
12.3%
Did Not Get Better
2.6%
6.0%
Health Got Worse
1.7%
4.7%
Other
0.8%
0.7%
2001
2002
0%
10%
20%
30%
40%
50%
60%
% of Respondents

Overall, 83.9% of Albertans rated the results of health care services personally received as good or excellent in 2002 (compared to 86.2% in 2001 and 84.9% in 2000; see Figure 19). Ratings declined from 2001 to 2002. A total of 27.7% of respondents in 2002 said that the results of health care services that they had received were excellent, 56.2% said good, 12.9% chose fair, while 3.2% said results were poor.

Figure 19



Ratings of the quality of care personally received were significantly related to the respondent's health status and level of need for health services (see Tables 1 and 2). That is, respondents with better health tended to rate the quality of care received higher than respondents with poorer health. Similarly, respondents with a low level of need for health services tended to rate the quality of care received higher than respondents with a high level of need.

Table 1 Rating of Quality of Care Personally Received in Past 12 Months, by Self-Reported Health Status

Rating of Quality of Care Personally Received in Past 12 Months	Self-Reported Health Status (%)									
	Excellent		Very Good		Good		Fair		Poor	
	2002	2001	2002	2001	2002	2001	2002	2001	2002	2001
Excellent	43.6	44.8	35.6	31.6	28.3	22.4	29.9	18.1	20.3	16.2
Good	46.1	44.7	51.1	59.5	58.2	62.1	48.4	59.8	59.2	44.9
Fair	8.3	7.7	11.3	7.7	10.8	13.0	17.0	21.1	16.8	24.7
Poor	2.0	2.8	2.0	1.1	2.7	2.6	4.7	1.1	3.7	14.2
Total	100	100	100	100	100	100	100	100	100	100
(n)	(632)	(505)	(1202)	(1119)	(851)	(792)	(327)	(289)	(140)	(147)

x^2 2001 = 269, df = 12, p < .000; x^2 2002 = 76, df = 12, p < .000

Table 2 Rating of Quality of Care Personally Received in Past 12 Months, by Own Level of Need for Health Services in Past Year

Rating of Quality of Care Personally Received in Past 12 Months	Own Level of Need for Health Services in Past Year (%)					
	Low		Moderate		High	
	2002	2001	2002	2001	2002	2001
Excellent	35.3	33.6	30.4	24.0	36.3	27.2
Good	51.6	56.6	55.5	59.8	45.5	45.5
Fair	10.7	8.4	12.6	13.7	11.8	19.7
Poor	2.4	1.4	1.5	2.5	6.4	7.5
Total	100	100	100	100	100	100
(n)	(1823)	(1684)	(984)	(924)	(343)	(323)

x^2 2001 = 107, df = 6, p < .000; x^2 2002 = 37, df = 6, p < .000

5.3 Quality of Care Personally Received from a Physician

Respondents who had personally received health care services in Alberta in the past twelve months were asked if they had received health services from a physician in Alberta during that time. Ninety-seven per cent (97%) of respondents who had received some form of care had received health services from a physician (n=3058). For those receiving physician services, the most recent service was obtained from a family doctor (82.5%) or from a specialist (17.5%).

Overall, 88.4% of Albertans rated the quality of health care service received from a physician as either excellent or good in 2002 (compared to 90.5% in 2001 and 90.4% in 2000; see Figure 20). In 2002, 49.6% of respondents rated the quality of physician care most recently received as excellent, 38.8% rated it as good, 8.7% indicated fair, and 2.9% said poor.

Twelve per cent (12%) of those respondents receiving physician care (n=353) rated the quality of care received as fair or poor. The reasons these persons gave for their rating of physician care (multiple responses were recorded) included feeling too rushed (57%), lack of attention to respondent's needs (28%), lack of confidence in physician (22%), poor communication (21%), having no time to ask questions/not involved in decisions (20%), waiting too long to get the appointment (16%), or lack of courtesy and respect (10%). Others complained they did not get desired treatment (23%) or they got incorrect treatment (7%).

Overall, 85.1% of Albertans rated the effect of health services received from their doctor as good or excellent in 2002 (compared to 88.5% in 2001 and 86.5% in 2000; see Figure 21). In 2002, 33.7% of respondents who had received physician services in the past twelve months said that the results of physician care were excellent, 51.3% indicated good, 10.7% selected fair, and 4.3% said the results were poor.

Figure 20

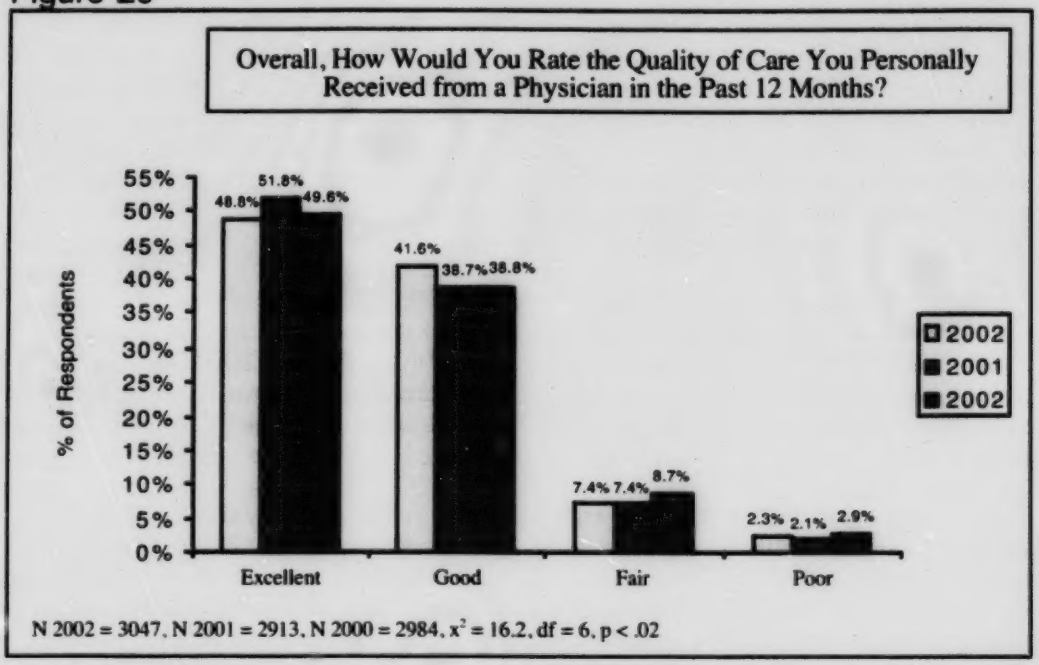
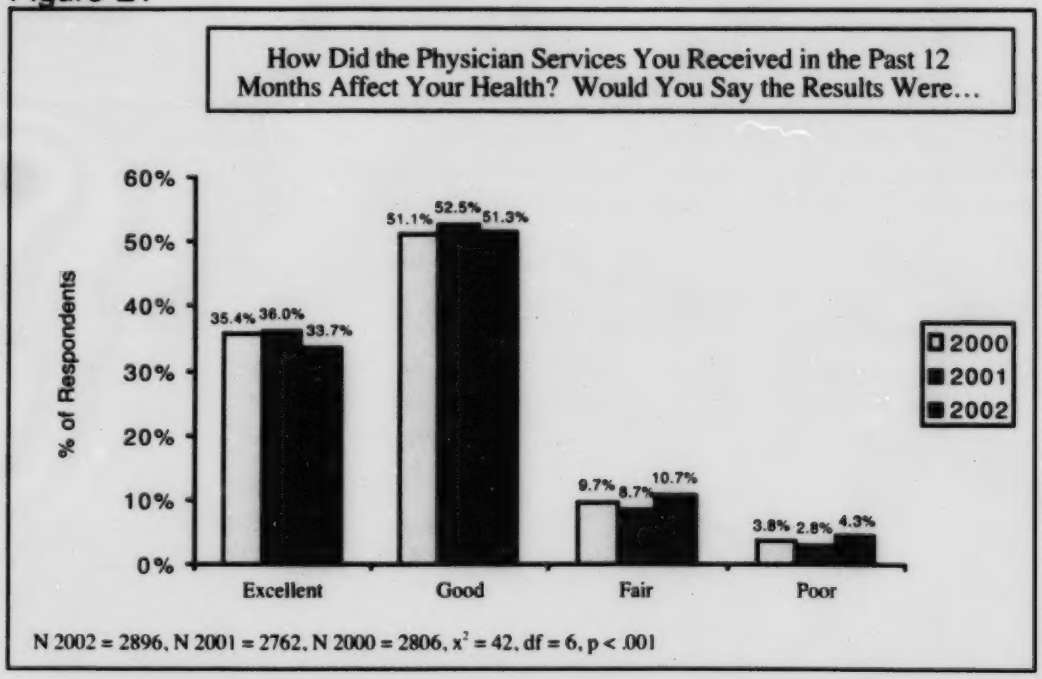


Figure 21



5.4 Quality of Care Personally Received from a Hospital

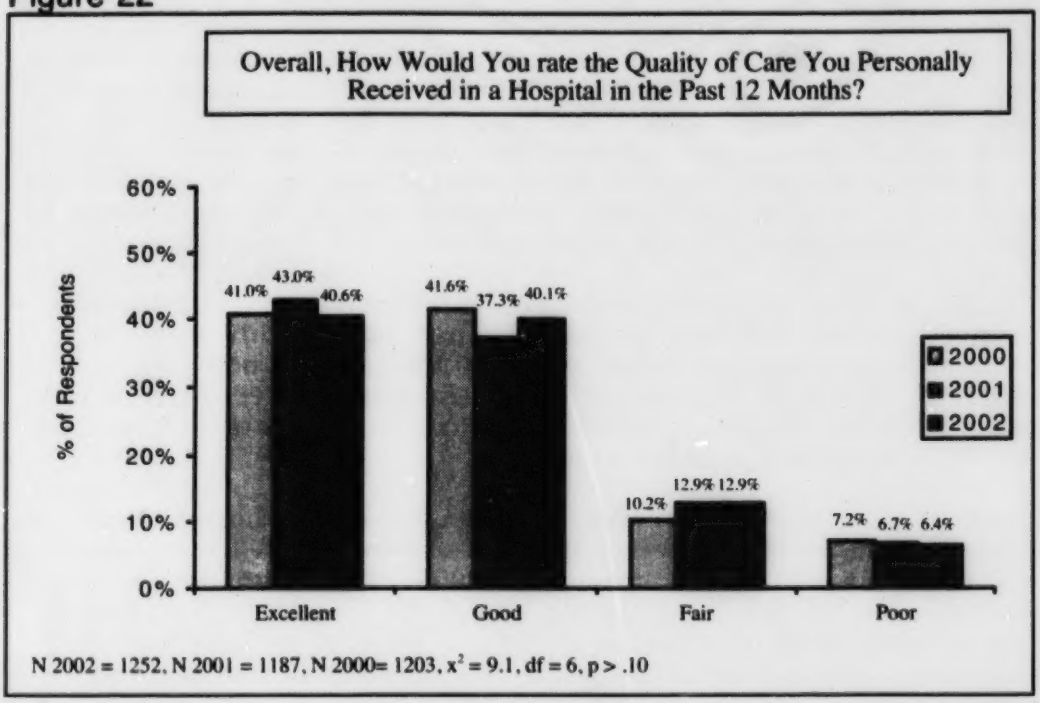
Respondents who had personally received health care services in Alberta in the past twelve months were asked if they had received health services at a hospital in Alberta during that time. Forty per cent (40%) of respondents who had received some form of care had received health services at a hospital (n=1256). For those receiving hospital services, the most recent services utilized were emergency care (42%), day (outpatient) services (39%), and overnight (inpatient) care (19%).

Overall, 80.7% of respondents who had personally received health care services at a hospital rated the care they had most recently received in 2002 as good or excellent (compared to 80.3% in 2001 and 82.5% in 2000; see Figure 22). In 2002, 40.6% of respondents rated the quality of hospital care most recently received as excellent, 40.1% rated it as good, 12.9% indicated fair, and 6.4% said poor.

Nineteen per cent (19%) of those respondents receiving hospital care (n=241) rated the quality of care received as fair or poor. The reasons these persons gave for their rating of hospital care (multiple responses were recorded) included waiting too long at the hospital before service was provided (51%) and waiting too long to get into the hospital (18%). Others complained that care was too rushed (23%), or that there was a shortage of staff and overworked staff (18%). Some complained of a lack of confidence in the provider of care (16%), or of a lack of attention to respondent's needs from staff (12%) and from doctors (12%), or lack of courtesy and respect from staff (10%) and from doctors (7%). Others said that they did not get desired treatment (19%) or got incorrect treatment (6%) or that there was poor communication (9%).

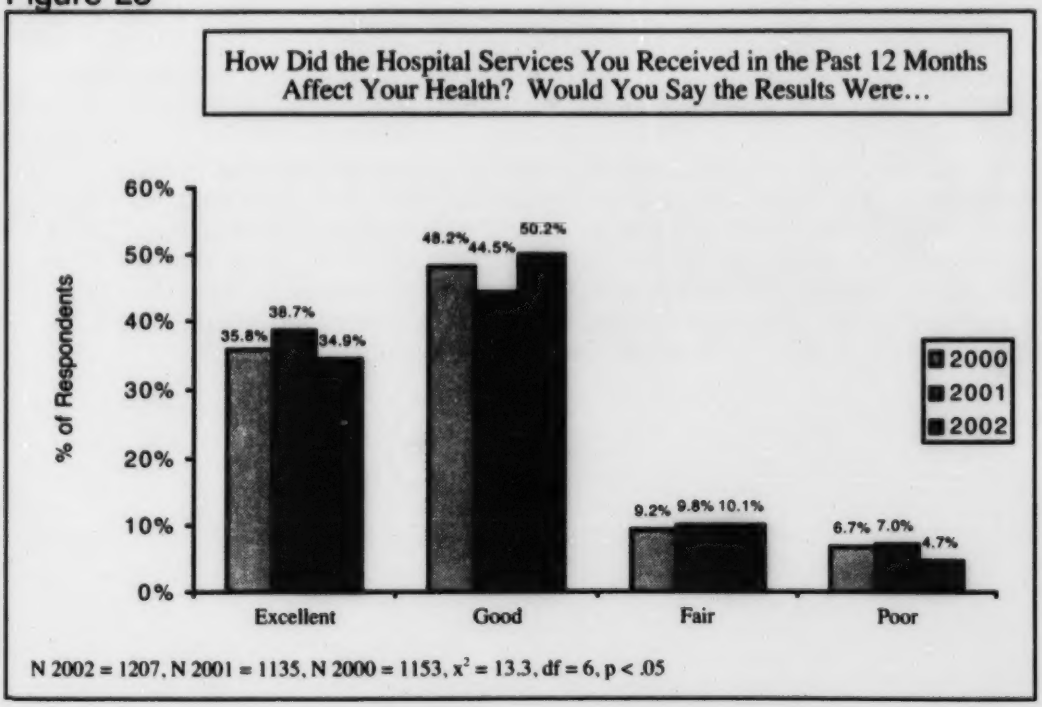
Overall, 85.1% of respondents who had personally received health services in a hospital rated the effect of the hospital care that they had most recently received as good or excellent (compared to 83.2% in 2001 and 84.0% in 2000; see Figure 23). In 2002, 34.9% of respondents who had received hospital services in the past twelve months said that the results of hospital care were excellent, 50.2% indicated good, 10.1% selected fair, and 4.7% said the results were poor.

Figure 22



N 2002 = 1252, N 2001 = 1187, N 2000= 1203, $x^2 = 9.1$, df = 6, $p > .10$

Figure 23



N 2002 = 1207, N 2001 = 1135, N 2000 = 1153, $x^2 = 13.3$, df = 6, $p < .05$

5.5 Quality of Hospital Care Received by a Household Member

Respondents were asked if any members of their household other than the respondent had received health services at a hospital in Alberta during the past twelve months. Forty per cent (40%) of respondents (n=1468) reported that at least one household member had received health services at a hospital. Thirty-nine per cent (39%) of the household members who had most recently received health services at a hospital were children, 42% were the spouse of the respondent, 9% were a parent of the respondent, and 10% were other household members. For those receiving hospital services, the most recent services utilized were emergency care (50%), day (outpatient) services (29%), and overnight (inpatient) care (21%).

Thirty-five per cent (35%) of respondents who had a household member who had received hospital services rated the quality of care that member had received as excellent, 43% rated it as good, 13% indicated fair, and 9% said poor.

Twenty-three per cent (23%) of respondents who had a household member who had received hospital care (n=324) rated the care as either fair or poor. The most frequent complaints (multiple responses were recorded) concerned waiting too long at the hospital before service was provided (51%), waiting too long to get into the hospital (16%), and care being too rushed (21%). Others complained of a shortage of staff or overworked staff (13%) or of a lack of confidence in the provider of care (15%). Some complained that they did not get desired treatment (13%) or got incorrect treatment (9%). Others complained of a lack of attention to patients' needs from staff (12%) and from doctors (14%), lack of courtesy and respect from staff (8%) and from doctors (10%), poor communication (10%), and being sent home too soon (8%).

Thirty-five per cent (35%) of respondents who had a household member who had received hospital services in the past twelve months said that the results were excellent, 46% indicated good, 11% selected fair, and 8% said the results were poor.

6 Complaints

Respondents were asked if they had wanted to complain or had made a complaint about health services received in the past year either by themselves or a member of their household (see questions 19a to 19e in Appendix B). These questions were asked of all persons who had personally received health services during the past year and/or had a member of their household who had received health services at a hospital during the past year.

Twenty-one per cent (21%) of respondents had wanted to make a complaint about health services that they or someone in their household had received during the past year. Of the 805 persons who had wanted to complain, 176 (22%) did make a complaint. The 176 complainants represented 5.4% of the 3253 respondents who had personally received health services during the past year and/or had a member of their household who had received health services at a hospital during the past year.

The 176 complainants made their complaints to the following: the person in charge of the health care facility or unit (29%), their doctor (26%), the person providing the service (18%), the regional health authority (7%), a professional group such as the College of Physicians and Surgeons (5%), an appeals body such as the Health Services Review Committee (3%), Alberta Health and Wellness (7%), and elected government officials (14%). Some complained to more than one person or agency. Some complained informally to family or friends (18%). Three people complained to the media.

Of 143 respondents who had made a formal complaint, 9% said that they were very satisfied with the response to their complaint and another 24% indicated they were satisfied. However, 32% said they were dissatisfied and 36% indicated that they were very dissatisfied. An additional 9 respondents made formal complaints but declined to comment on whether or not they were satisfied with the response to their complaint.

A total of 650 respondents had wanted to complain but did not make a formal complaint. Reasons given for not formally complaining included believing that nothing would be done about the complaint (40%), not knowing how to make a formal complaint (25%), feeling it was too much trouble (17%), perceiving that there was no one to complain to (8%), feeling that their complaint was not important enough (9%), and fearing that complaining would make things worse (6%). (Note that respondents could give more than one reason for not making a formal complaint.)

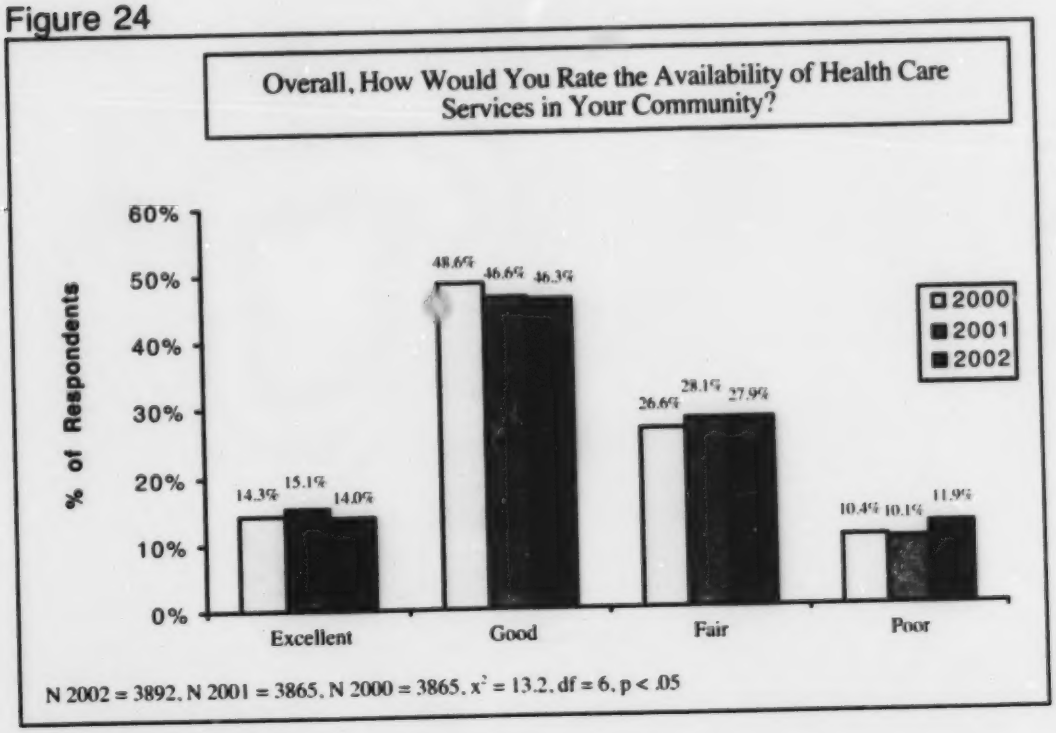
7 Availability and Accessibility of Health Care Services

Respondents were asked to rate the availability of health care services in their community and to comment on the ease or difficulty of obtaining health care services when needed. Respondents were also asked if they or a person in their household was currently waiting for health care services or if they had been unable to obtain health care services when needed (see questions 10, 12, 13, 15 c, 15 g and h, 16 f and g, and 22 in Appendix B).

7.1 Availability of Services in the Community

Overall, 60.2% of Albertans rated the availability of health care services in their community as good or excellent in 2002 (compared to 61.7% in 2001 and 62.9% in 2000; see Figure 24). In 2002, 14.0% of respondents rated the availability of health services in their community as excellent, 46.3% said good, 27.9% chose fair, and 11.9% said availability was poor.

Figure 24



7.2 Ease of Access to Needed Health Care Services

Overall, 61.6% of Albertans rated health care accessibility as easy or very easy in 2002 (compared to 64.5% in 2001 and 64.4% in 2000: see Figure 25). In 2002, 15.0% of respondents said access was very easy, 46.5% said easy, 31.0% indicated access was a bit difficult, while 7.5% said it was very difficult.

Figure 25

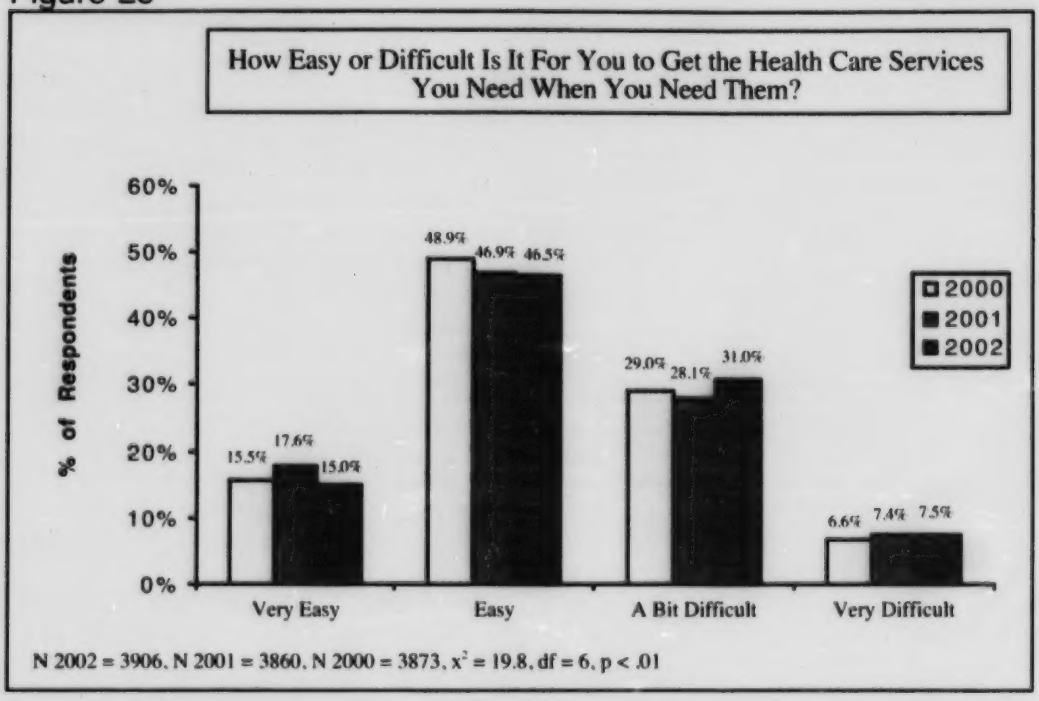


Figure 26

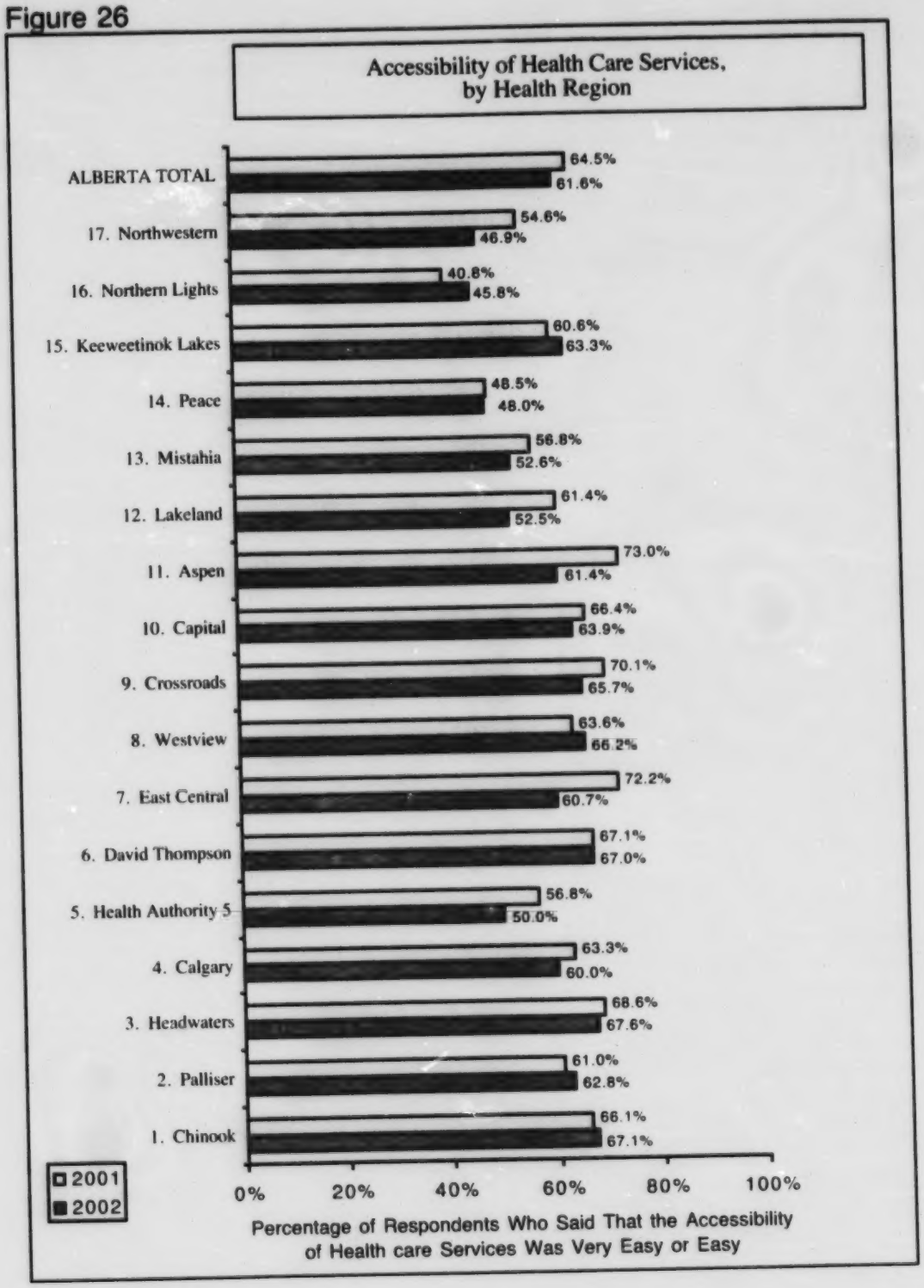
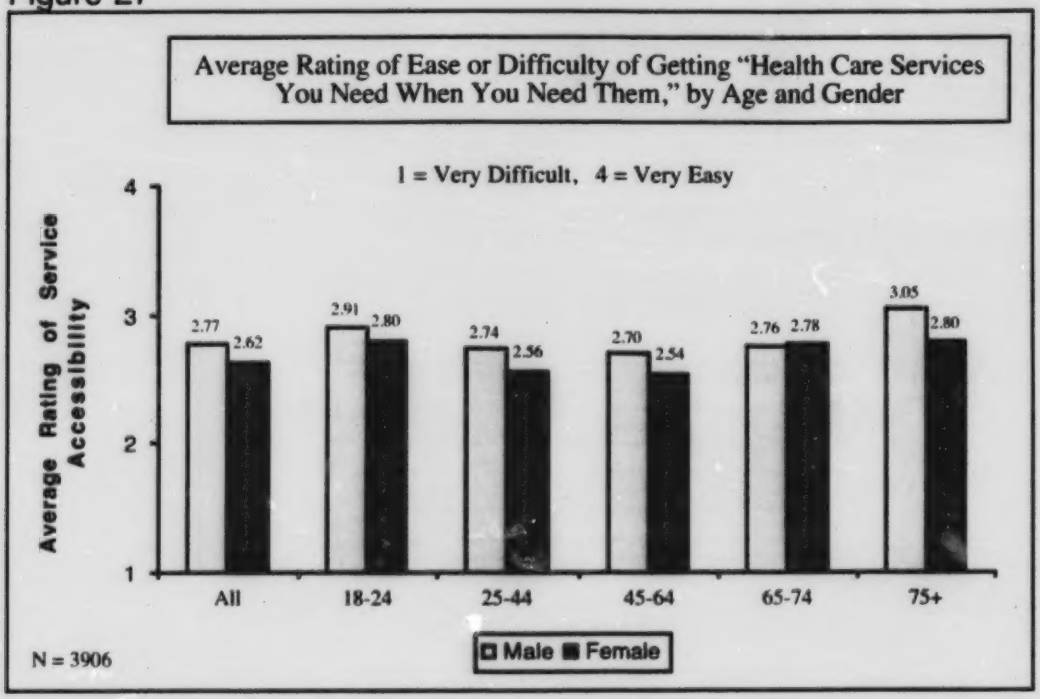

Accessibility of Health Care Services, by Health Region
ALBERTA TOTAL 64.5% 61.6%
17. Northwestern 54.6% 46.9%
16. Northern Lights 40.8% 45.8%
15. Keeweetinok Lakes 60.6% 63.3%
14. Peace 48.5% 48.0%
13. Mistahia 56.8% 52.6%
12. Lakeland 61.4% 52.5%
11. Aspen 73.0% 61.4%
10. Capital 66.4% 63.9%
9. Crossroads 70.1% 65.7%
8. Westview 63.6% 66.2%
7. East Central 72.2% 60.7%
6. David Thompson 67.1% 67.0%
5. Health Authority 5 56.8% 50.0%
4. Calgary 63.3% 60.0%
3. Headwaters 68.6% 67.6%
2. Palliser 61.0% 62.8%
1. Chinook 66.1% 67.1%
2001
2002
0% 20% 40% 60% 80% 100%
Percentage of Respondents Who Said That the Accessibility of Health care Services Was Very Easy or Easy

Figure 26 shows ratings of health care accessibility by health region and year of survey (2002, 2001). Ratings of accessibility were generally lower in the northern regions of the province than in the southern regions.

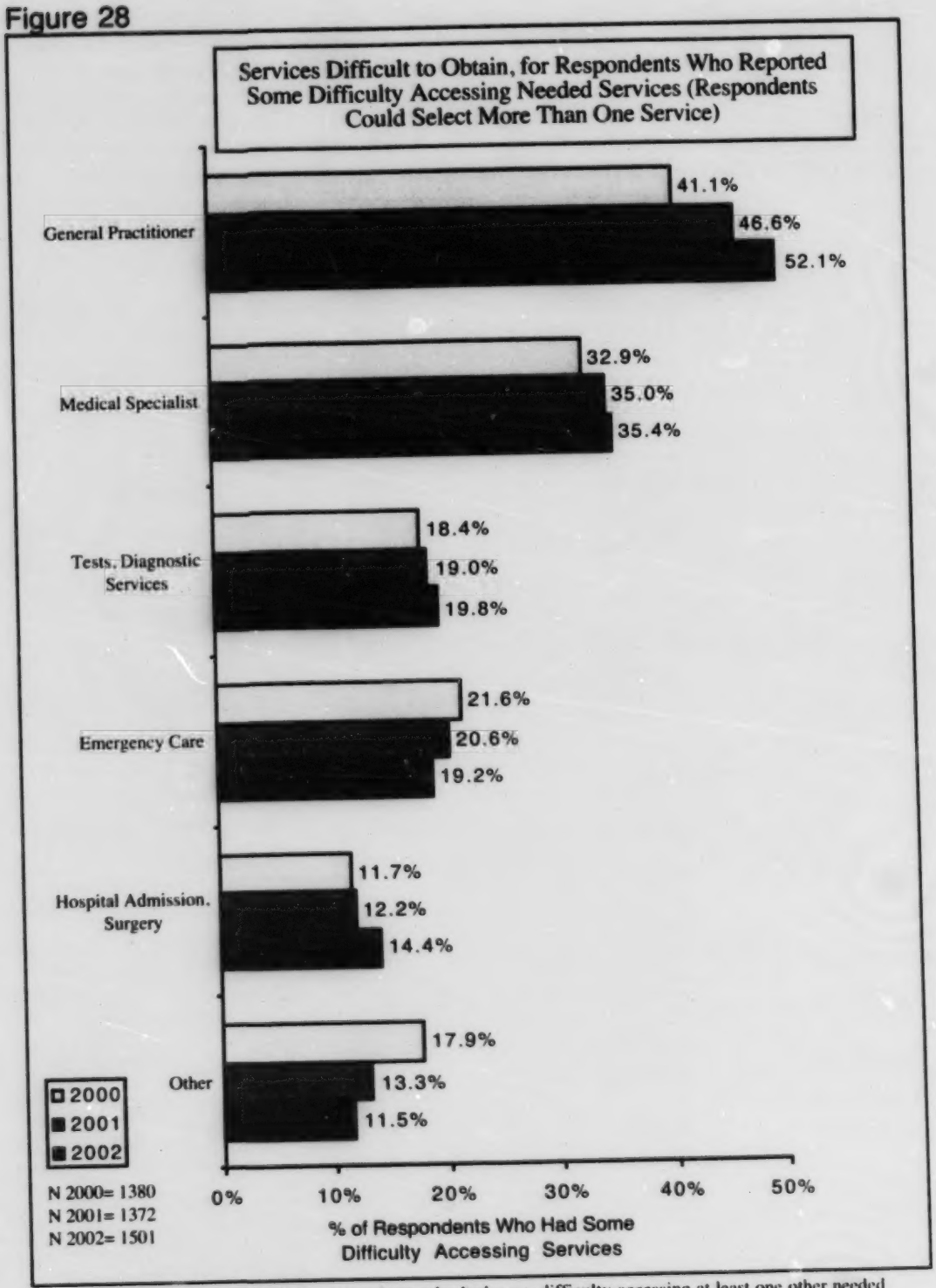
Figure 27 shows that ratings of accessibility were slightly lower for females under 65 years of age than for males of comparable age and were slightly higher for the youngest and oldest adult age groups.

Figure 27



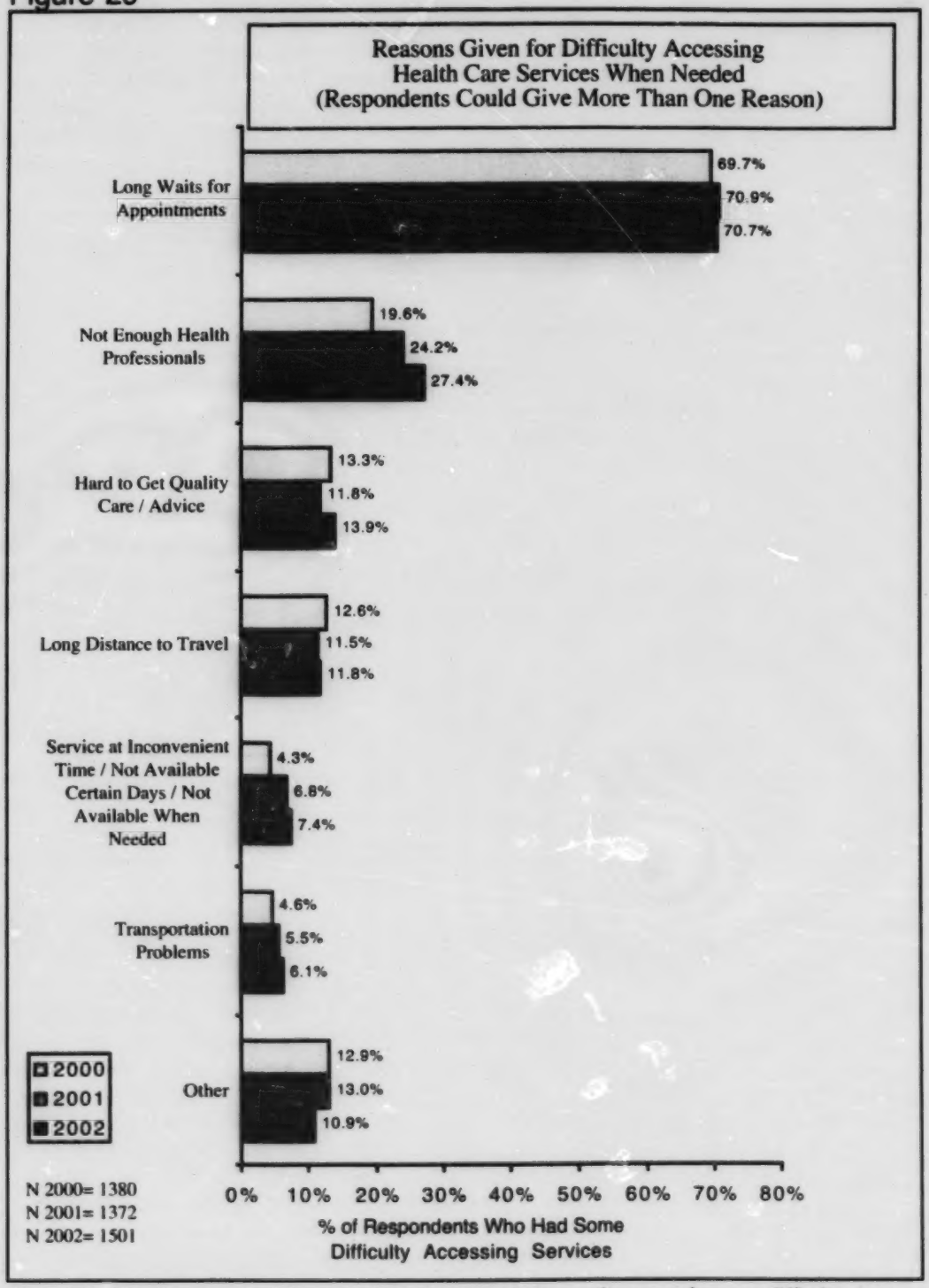
Over seven per cent (7.5%) of respondents said that it was "very difficult" for them to get the health care services they needed when they needed them and another 31.0% said that it was "a bit difficult." For those respondents who reported a degree of difficulty accessing services, Figure 28 shows that the services respondents most frequently reported having difficulty obtaining were general practitioners, medical specialists, emergency care, tests and diagnostic services, and hospital admission or surgery. Figure 29 shows that the most frequently mentioned reason given for rating access to services difficult was long waits (71%). Other reasons given were: not enough health professionals, difficulty getting quality care or advice from service providers, long distances to travel for service, service not available at certain times or at a convenient time, and transportation problems.

Figure 28



Note: The "Other" category includes respondents who had some difficulty accessing at least one other needed service. Less than 5% of respondents mentioned any one of the services included in the "Other" category.

Figure 29



Note: The "Other" category includes respondents who gave at least one other reason for access difficulty. Less than 5% of respondents mentioned any one of the reasons included in the "Other" category.

Ease of access is significantly related to self-reported health status (see Table 3). That is, respondents in better health were more likely to say that it was easy to get the health care services that they needed when they needed them while persons in worse health were more likely to say that it was difficult to get the health care services they needed when they needed them. Similarly, Table 4 shows that the higher a respondent's level of need for health services in the past year, the more likely they were to say that it was difficult to get the health care services they needed when they needed them.

Table 3 Ease of Access to Health Care Services, by Self-Reported Health Status

Ease of Access to Health Care Services	Self-Reported Health Status (%)									
	Excellent		Very Good		Good		Fair		Poor	
	2002	2001	2002	2001	2002	2001	2002	2001	2002	2001
Very Easy	18.8	22.1	15.3	18.0	13.1	14.9	11.5	14.9	11.3	12.9
Easy	50.1	48.3	46.9	48.6	48.1	46.6	39.8	45.6	28.0	28.3
A Bit Difficult	23.3	22.8	32.3	27.3	32.2	31.4	37.5	32.0	39.2	33.3
Very Difficult	7.8	6.8	5.5	6.1	6.7	7.1	11.3	7.5	21.6	25.6
Total	100	100	100	100	100	100	100	100	100	100
(n)	(890)	(860)	(1489)	(1455)	(1006)	(1033)	(374)	(349)	(142)	(159)

x^2 2001 = 121, df = 12, p < .000; x^2 2002 = 114, df = 12, p < .000

Table 4 Ease of Access to Health Care Services, by Own Level of Need for Health Services in Past Year

Ease of Access to Health Care Services	Own Level of Need for Health Services in Past Year (%)					
	Low		Moderate		High	
	2002	2001	2002	2001	2002	2001
Very Easy	15.7	19.1	13.8	14.6	13.4	16.3
Easy	49.8	50.0	44.5	43.3	31.2	36.8
A Bit Difficult	28.5	25.5	34.4	32.9	36.9	30.8
Very Difficult	5.9	5.4	7.3	9.2	18.5	16.1
Total	100	100	100	100	100	100
(n)	(2434)	(2431)	(1105)	(1059)	(359)	(344)

x^2 2001 = 92, df = 6, p < .000; x^2 2002 = 107, df = 6, p < .000

7.3 Waiting for Health Care Services

About one in five respondents (22%) said that they or a household member were waiting for a health care service in 2002 (compared to 20% in 2001 and 19% in 2000). Of those persons who were waiting, 62% were waiting for medical consultation, diagnosis, tests or to see a specialist. Twenty-four per cent (24%) were waiting for surgery and 10% were waiting to see a doctor or for medical treatment. Others were waiting for rehabilitation treatment (1%), dental treatment (1%), home care services (1%) or long-term care placement (1%).

7.4 Inability to Obtain Needed Health Care Services

A total of 443 respondents (11.2%) said that they were unable to obtain health care services when needed (see Table 5). Most obtained service later or elsewhere. Some got better on their own. A total of 89 respondents (20% of those unable to obtain service and 2.2% of all respondents) said that they never received the needed service.

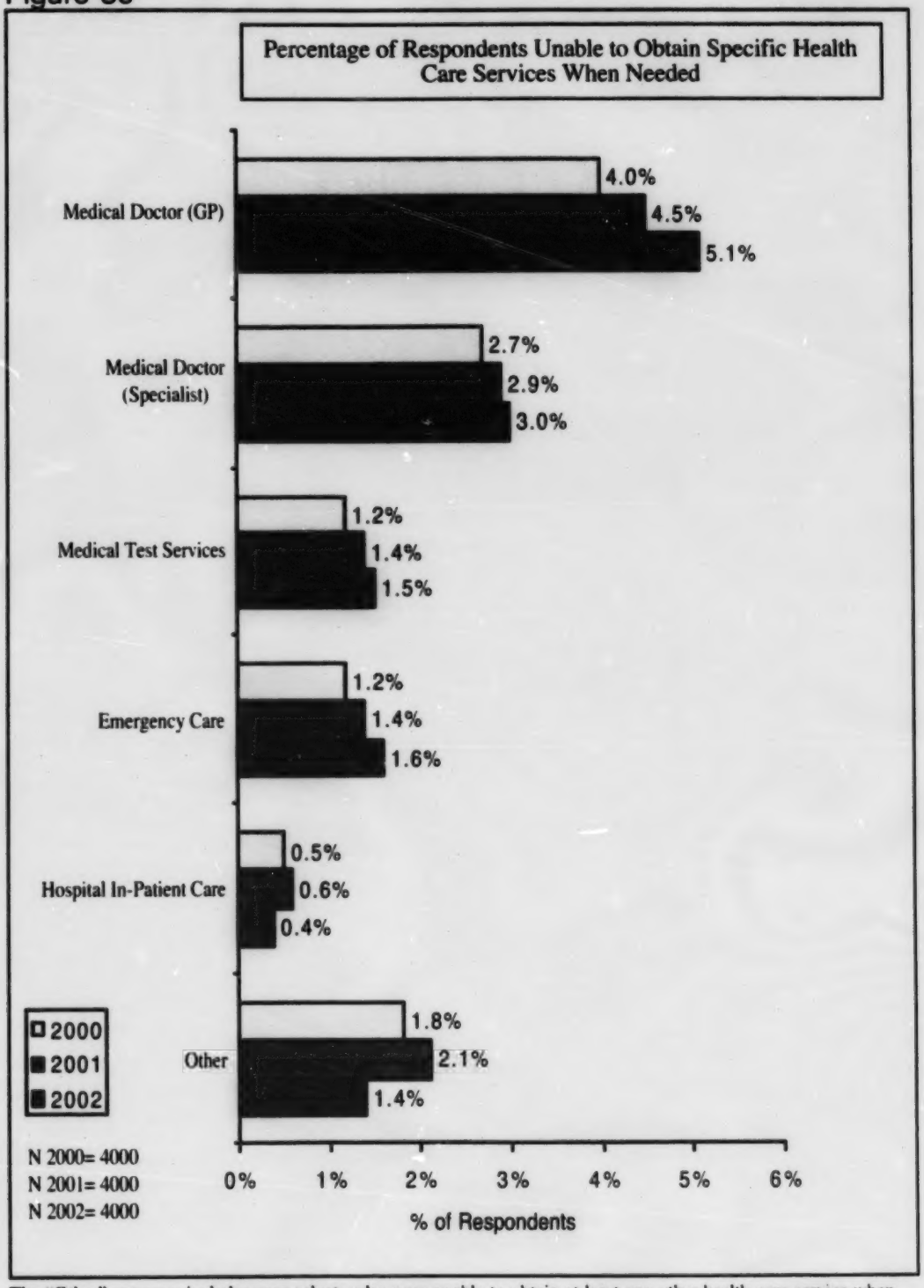
Table 5 Over the Past 12 Months, Were You Ever Unable to Obtain Health Care Services When You Needed Them?

	1998	1999	2000	2001	2002
Unable to obtain health care service when needed	8.0	8.8	9.8	11.3	11.2
Never received the service	1.6	1.7	1.8	2.5	2.2
Obtained the service later	4.0	3.1	3.7	4.6	4.7
Obtained the service elsewhere	1.4	2.8	2.9	2.5	2.8
Obtained a different service	0.4	0.3	0.4	0.6	0.3
Health improved without service	0.5	0.9	0.9	0.9	0.9

Being unable to obtain the services of medical doctors (either general practitioners or specialists) was the most frequently reported problem (although by only 5.1% and 3.0% of respondents respectively; see Figure 30). The next most common problems were being unable to obtain medical test services and emergency care when needed (reported by 1.5% and 1.6% of respondents respectively).

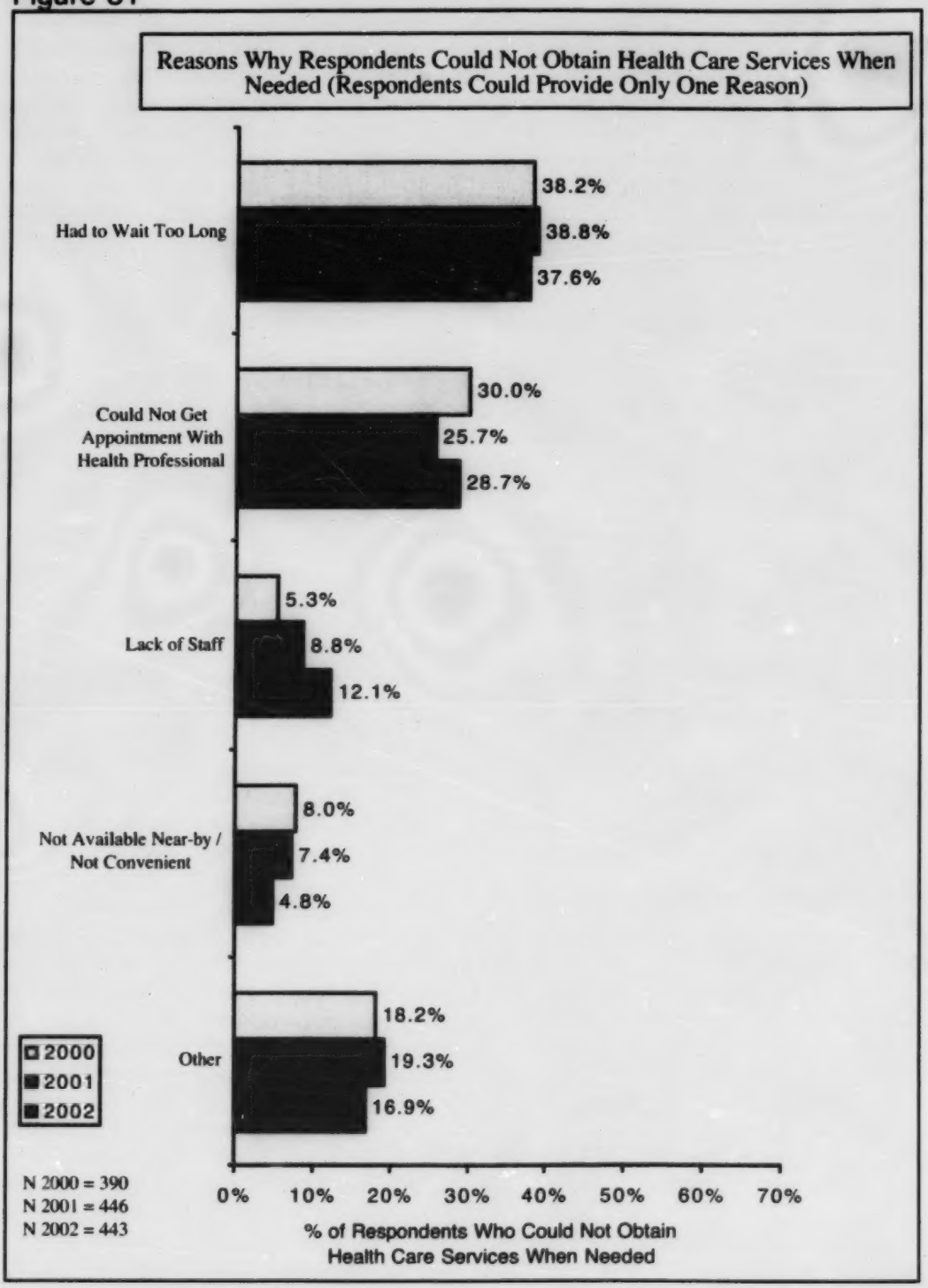
The 11.2% of respondents who were unable to obtain health care services when needed in the past 12 months were asked to give one reason to explain why they could not get the service (see Figure 31). Of these respondents, 38% said that the reason was that they had to wait too long, another 29% said that they could not get an appointment with a health professional, 12% cited lack of staff, and 5% indicated that the service was not available nearby or was not conveniently located.

Figure 30



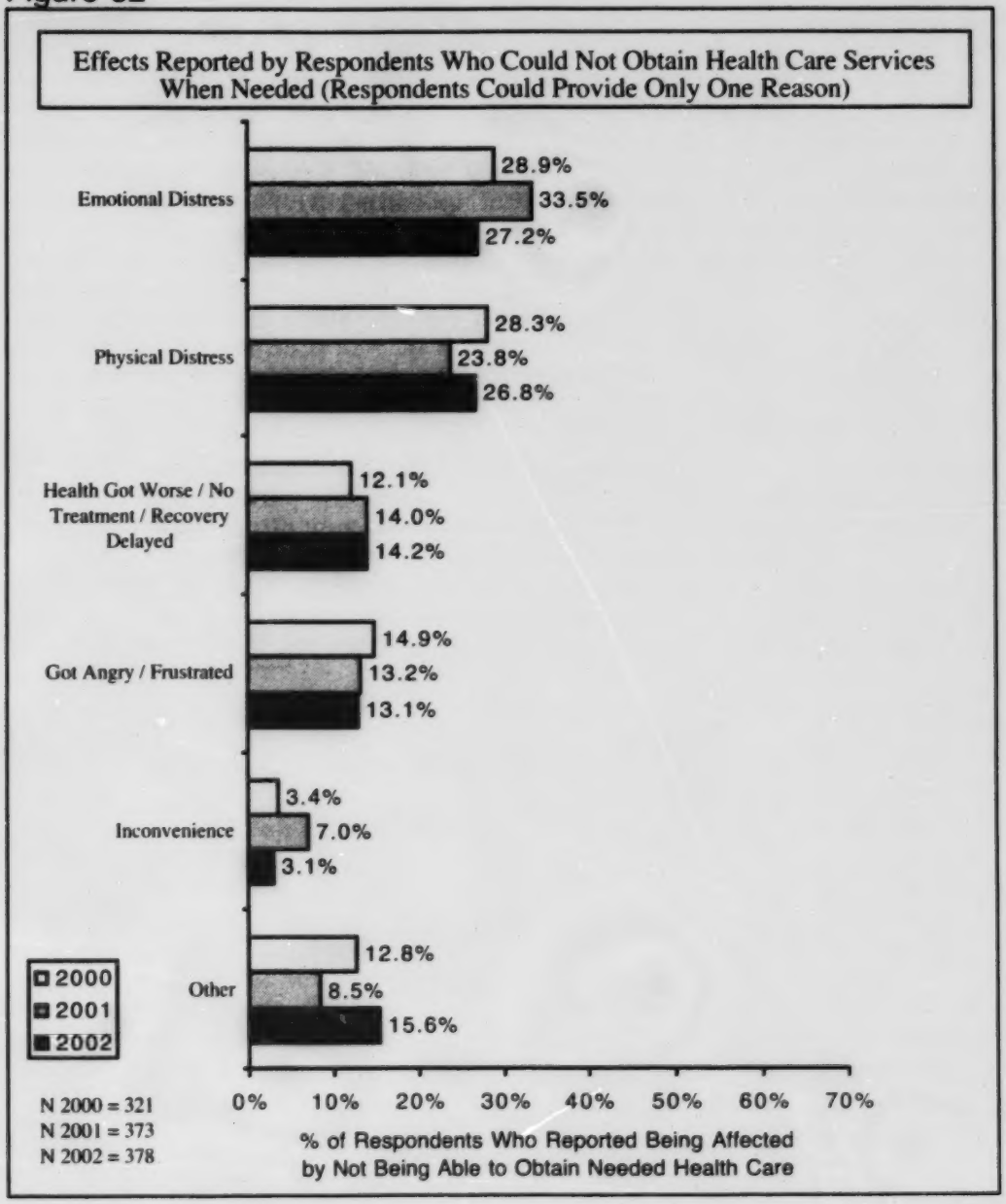
The "Other" category includes respondents who were unable to obtain at least one other health care service when needed.

Figure 31


Reasons Why Respondents Could Not Obtain Health Care Services When Needed (Respondents Could Provide Only One Reason)
Had to Wait Too Long
38.2%
38.8%
37.6%
Could Not Get Appointment With Health Professional
30.0%
25.7%
28.7%
Lack of Staff
5.3%
8.8%
12.1%
Not Available Near-by / Not Convenient
8.0%
7.4%
4.8%
Other
18.2%
19.3%
16.9%
2000
2001
2002
N 2000 = 390
N 2001 = 446
N 2002 = 443
0% 10% 20% 30% 40% 50% 60% 70%
% of Respondents Who Could Not Obtain Health Care Services When Needed

When asked if not being able to obtain a health service when needed had any effect on themselves, 86% said "yes." Figure 32 shows that the effects on those unable to get care when needed included emotional distress such as anxiety, worry, fear, and depression (27%), physical distress such as pain and discomfort (reported by 27%), worsening health or delayed recovery (14%), and anger and frustration (13%).

Figure 32

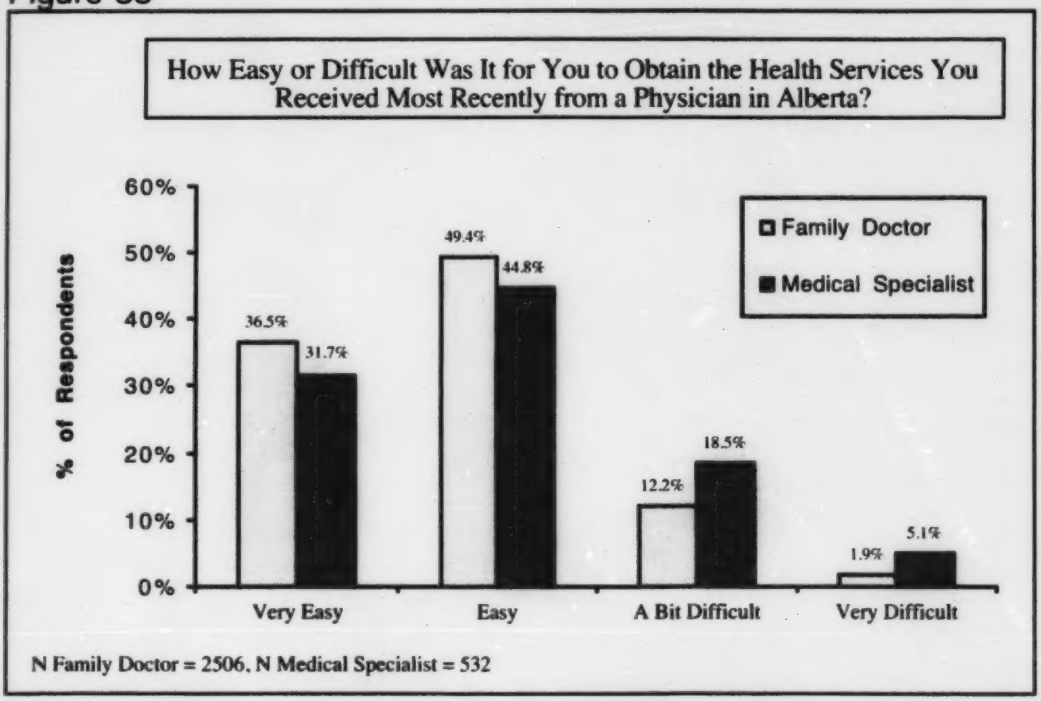


7.5 Ease of Access to Physician

Seventy-six per cent (76%) of Albertans had personally received health services from a physician in Alberta in the past twelve months. Of these, 82.5% had most recently visited a family doctor while 17.5% had visited a medical specialist. Regarding the health care most recently received from a family doctor, 86% said that it had been easy or very easy to obtain this service. Similarly, regarding the health care most recently received from a specialist, 77% said that it had been easy or very easy to obtain this service.

In 2002, 36.5% of respondents who visited a family doctor most recently said access was very easy, 49.4% said easy, 12.2% indicated access was a bit difficult, while 1.9% said it was very difficult. Regarding those respondents who last visited a medical specialist, 31.7% of said access was very easy, 44.8% said easy, 18.5% indicated access was a bit difficult, while 5.1% said it was very difficult (see Figure 33).

Figure 33



Less than two per cent (1.9%) of respondents said that it had been "very difficult" for them to get services from their family physician on their most recent visit and another 12.2% said that it was "a bit difficult." For those respondents who reported a degree of difficulty accessing their family doctor, the most frequently mentioned reasons given for rating

access to services difficult was long waiting time for appointment (66%) and long waiting time at the doctor's office (34%). Other reasons given were: difficulty finding a family physician who is taking new patients (8%) and difficulty getting to the doctor because of distance and/or transportation problems (8%).

Five per cent (5.1%) of respondents said that it had been "very difficult" for them to get services from a medical specialist on their most recent visit and another 18.5% said that it was "a bit difficult." For those respondents who reported a degree of difficulty accessing a specialist, the most frequently mentioned reasons given for rating access to services difficult was long waiting time for appointment (79%) and long waiting time at the doctor's office (5%). Other reasons given were: difficulty obtaining a referral to a specialist (24%) and difficulty getting to the doctor because of distance and/or transportation problems (16%).

Respondents who had most recently seen their family doctor indicated how long they had to wait from the time they made the appointment. Thirty-four per cent (34%) of respondents saw their doctor on the same day, an additional 39% saw their doctor in less than one week, 14% waited from one week up to two weeks, and 8% waited from two weeks to a month. Five per cent (5%) waited more than one month.

Respondents who had most recently seen a specialist indicated how long they had to wait from the time they made the appointment. Ten per cent (10%) of respondents saw the specialist on the same day, 15% saw the doctor in less than one week, 10% waited from one week up to two weeks, and 21% waited from two weeks to a month. Forty-five per cent (45%) waited more than one month including 26% who waited for up to three months, 14% for three to six months, and 5% who waited more than six months.

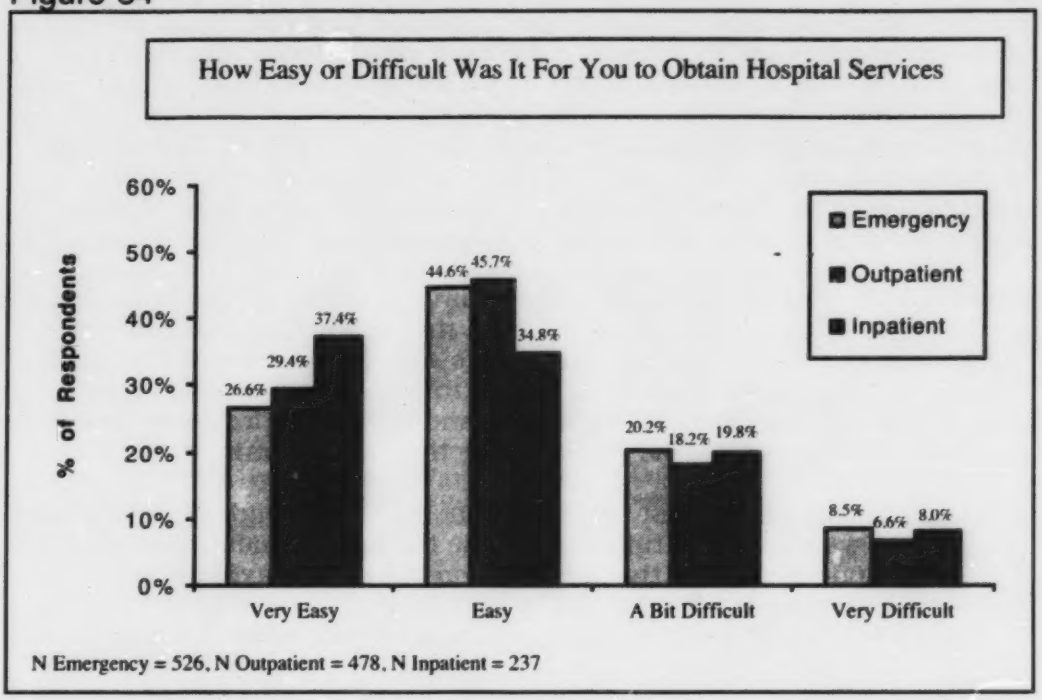
7.6 Ease of Access to Hospital

Forty per cent (40%) of Albertans had personally received health services at a hospital in Alberta in the past twelve months. Of these, 42% received emergency services, 39% day (outpatient) services, and 19% stayed overnight in the hospital as an inpatient. For those who had received emergency care, 71% said that it had been easy or very easy to obtain this service. Seventy-five per cent (75%) of those who received outpatient hospital care said that it had been easy or very easy to obtain this service and 72% of inpatients indicated that it had been easy or very easy to obtain admission to the hospital.

In 2002, 26.6% of respondents who sought emergency hospital service said access was very easy, 44.6% said easy, 20.2% indicated access was a bit difficult, while 8.5% said it was very difficult. Regarding those respondents who had been hospital outpatients, 29.4% said access was

very easy, 45.7% said easy, 18.2% indicated access was a bit difficult, while 6.6% said it was very difficult. Among hospital inpatients, 37.4% said access was very easy, 34.8% said easy, 19.8% indicated access was a bit difficult, while 8.0% said it was very difficult (see Figure 34).

Figure 34



Of respondents who had sought emergency services at the hospital, 8.5% said that it had been "very difficult" for them to get service and another 20.2% said that it was "a bit difficult." For those respondents who reported a degree of difficulty accessing emergency services, the most frequently mentioned reasons given for rating access to services difficult was long waiting time (85%), location of the hospital (7%), not enough doctors and nurses (11%), and long waiting list for surgery or to be admitted (12%).

About seven per cent (6.6%) of respondents who had sought outpatient services at the hospital said that it had been "very difficult" for them to get service and another 18.2% said that it was "a bit difficult." For those respondents who reported a degree of difficulty accessing outpatient services, the most frequently mentioned reasons given for rating access to services difficult was long waiting list for surgery or to be admitted (72%), long waiting time in emergency (17%), location of the hospital (10%), not enough doctors and nurses (12%), and getting time off work or away from family responsibilities (2%).

Eight per cent (8.0%) of respondents who had sought inpatient services at the hospital said that it had been "very difficult" for them to get service and another 19.8% said that it was "a bit difficult." For those respondents who reported a degree of difficulty accessing inpatient services, the most frequently mentioned reasons given for rating access to services difficult was long waiting list for surgery or to be admitted (82%), long waiting time in emergency (15%), not enough doctors and nurses (12%), and location of the hospital (9%).

8 The Family's Contribution to Health Care

Respondents were asked about health care support that they had provided recently to a family member (see questions 21a to 21f in Appendix B). Forty-two per cent (42%) said that they had provided health care support to a family member in the past six months. Support provided included emotional support (58% of those persons who provided care), home/personal care (46%), transportation (39%), help with household chores (22%), child care (13%), financial assistance (12%), and palliative care (2%).

Thirty-seven per cent (37%) of males and 46% of females provided health care support to a family member in the past six months (see Figure 36). Indeed, women at all ages under 75 years of age were more likely to provide health care support to family members than were their male counterparts. Males and females 25-64 years of age were most likely to have provided health care support.

Of those persons who provided support, 44% said that it was not an inconvenience, 43% said that it was a minor inconvenience or disruption, while 13% (5.2% of the total sample) indicated that providing health care support to a family member was a major disruption of their normal activities. Women were more likely than men to report that providing health care support to a family member was a major disruption (see Figure 37). Disruption was most likely to be reported by women 45 to 64 years of age.

Respondents were asked if in the past six months they had paid to obtain health care support in the home for self or for a family member (spouse/partner, parent, grandparent, sibling, child, or grandchild). A total of 6% answered yes to this question. Thirty-five per cent (35%) of those persons who paid to obtain health care support in the home had some or all of the cost paid through private insurance. The types of health care support most frequently purchased included home care nurse (21% of those paying for health care support in the home), prescriptions and medical supplies (33% and 15% respectively), housekeeping services (7%), health care professionals such as physiotherapists (11%), alternative therapy such as chiropractic, homeopathy, massage, or acupuncture (6%), child care (3%), counselling (2%) and live-in companion (1%). Another 23% said that they had provided financial support.

Figure 36

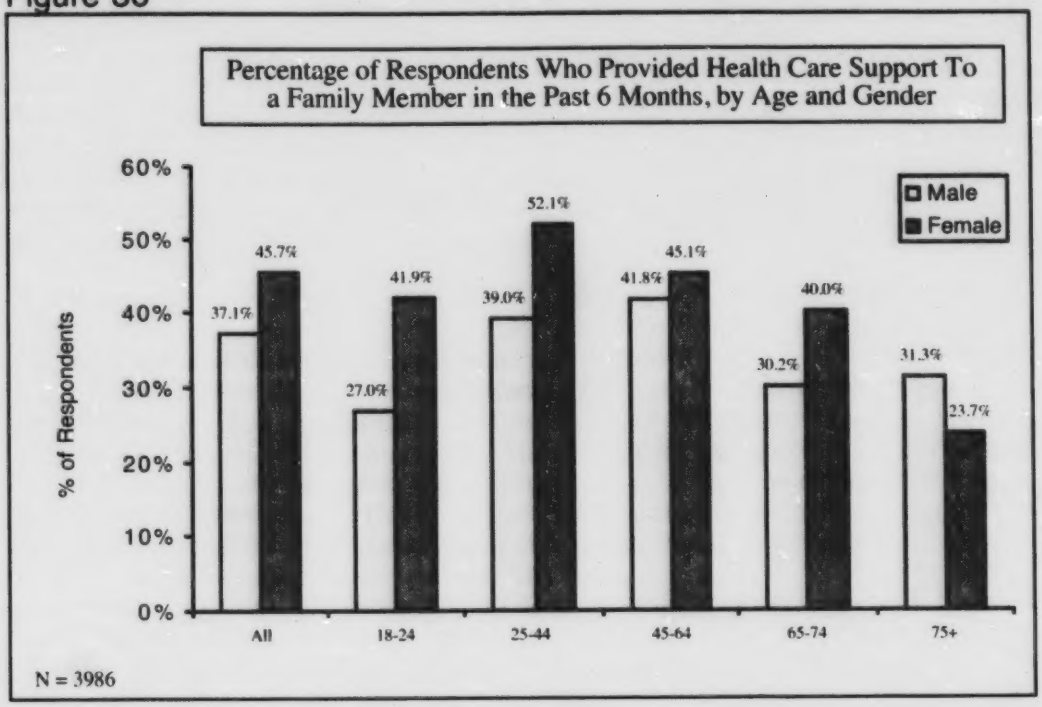
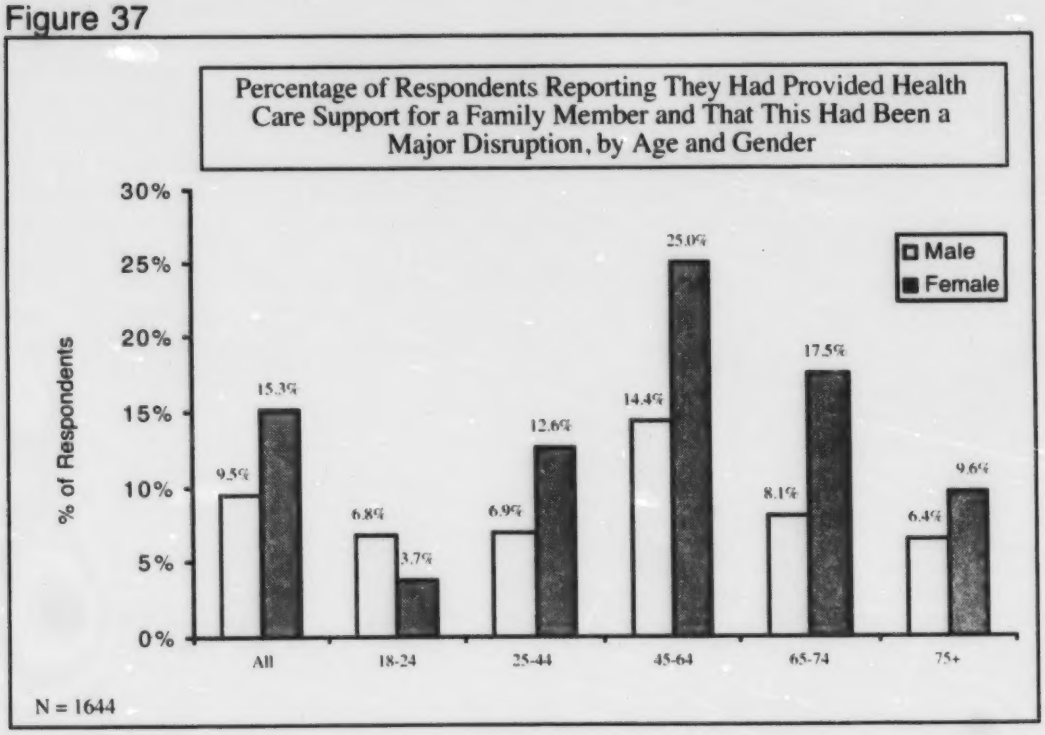


Figure 37



9 Satisfaction With the Health Care System

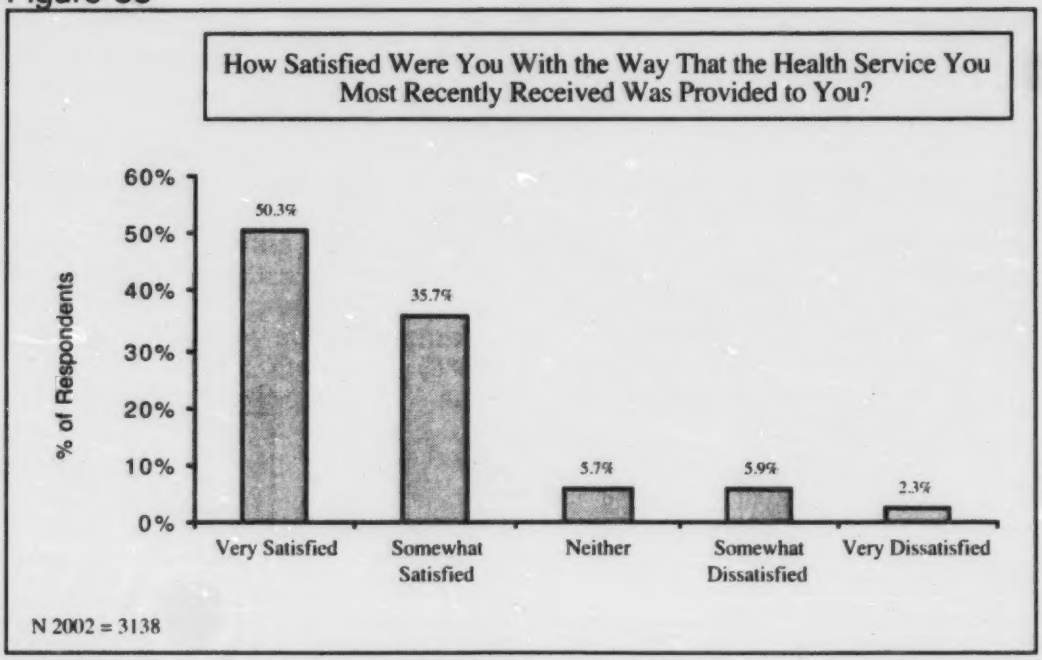
Respondents were asked how satisfied they were with the way that the health services they had most recently received were provided to them. Respondents also indicated how satisfied they were with the health system and provided an overall rating of the health care system in Alberta (see questions 18, 23, and 24 in Appendix B).

9.1 Satisfaction with the Provision of Services

Seventy-nine per cent (79%) of Albertans had received at least one health care service in Alberta in the past twelve months. Regarding the service most recently received, 64.4% had visited a physician, 8.5% a public health clinic, 9.4% a public health laboratory, and 15.4% had been to a hospital (6.6% to emergency, 6.1% had been outpatients, and 2.7% had been inpatients). The remaining 2.4% had received services such as home care or medical support devices such as Aids to Daily Living.

Overall, 86.0% of Albertans said that they were either very satisfied or somewhat satisfied with the way the health service they had most recently received was provided to them (see Figure 38). In 2002, 50.3% of respondents were very satisfied, 35.7% said they were somewhat satisfied, 5.7% chose neither satisfied nor dissatisfied, 5.9% were somewhat dissatisfied, while 2.3% said they were very dissatisfied.

Figure 38



The 86.0% of respondents who were very or somewhat satisfied said that what made them satisfied with the way service was provided was the following (respondents could give more than one response): the service was provided in an efficient and timely manner (52%), a good job was done (45%), service was very professional (26%), the provider was friendly (25%), the provider explained things and answered questions (23%),the provider seemed to care about the client (19%), the provider listened to the client (16%), and the provider discussed options and choices with the client (7%).

The 8.2% of respondents who were very or somewhat dissatisfied with the way service was provided made the following comments (respondents could give more than one response): waited too long for service (49%), a poor job was done (23%) or things were not done properly (15%), and service was of poor quality (23%) or was rushed (32%). Others complained that the provider did not seem to care about the client (18%), did not listen to the client (14%), did not discuss options and choices (8%), or was not friendly (8%). A few felt that they were left alone too long (6%), did not understand what was being done (3%), or found the facility untidy, crowded, or unpleasant (1%).

9.2 Overall Satisfaction With the Health Care System

Overall, 68.9% of Albertans said that they were either very satisfied or somewhat satisfied with the health care system in Alberta in 2002 (compared to 75.8% in 2001 and 68.3% in 2000; see Figure 39). Satisfaction with the health care system has decreased significantly from 2001 to 2002. In 2002, 15.7% of respondents were very satisfied, 53.2% said they were somewhat satisfied, 13.7% chose neither satisfied nor dissatisfied, 13.8% were somewhat dissatisfied, while 3.6% said they were very dissatisfied.

Satisfaction with the health system in Alberta was somewhat higher among males in comparison to females and tended to be higher for the youngest and oldest adults in comparison to the middle age groups (see Figure 40).

Figure 39

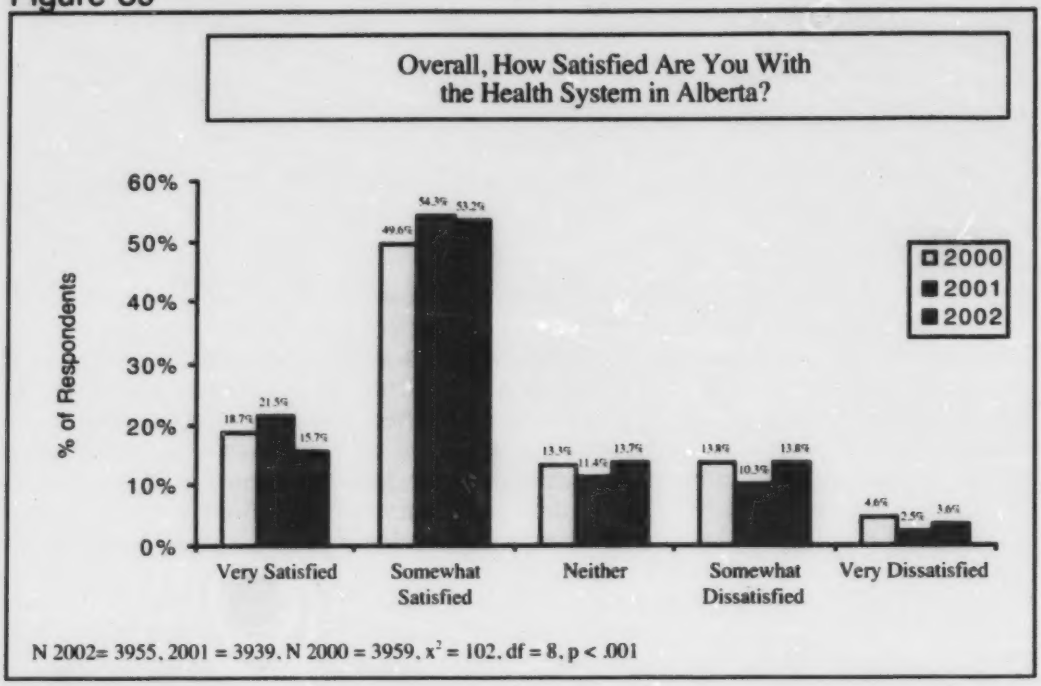
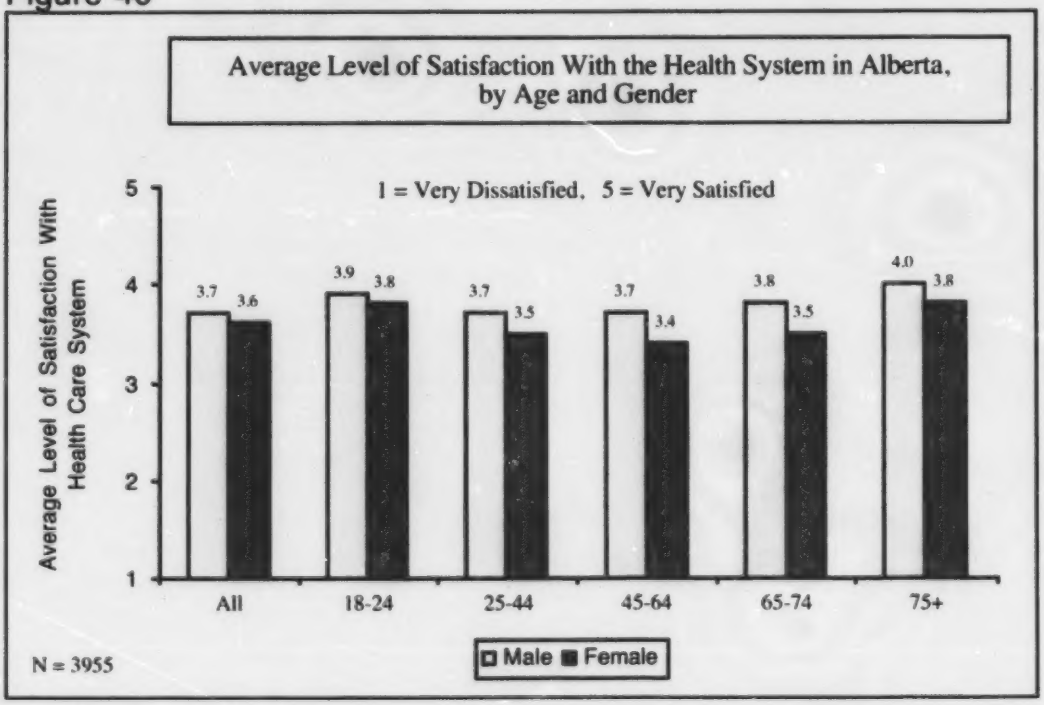


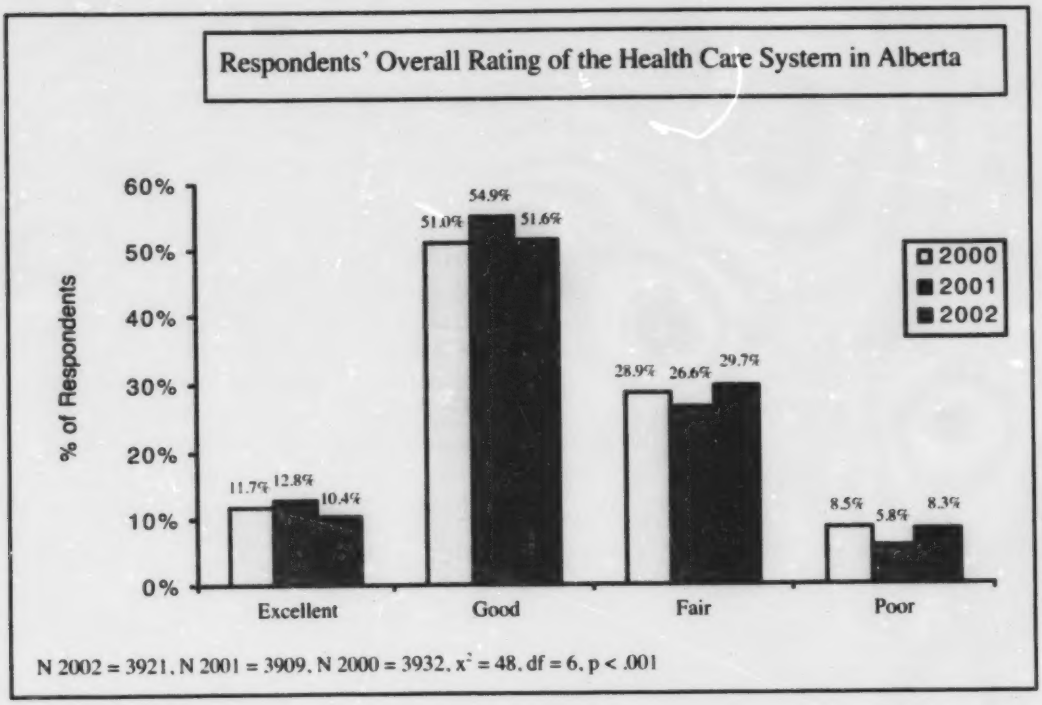
Figure 40



9.3 Overall Rating of the Health Care System

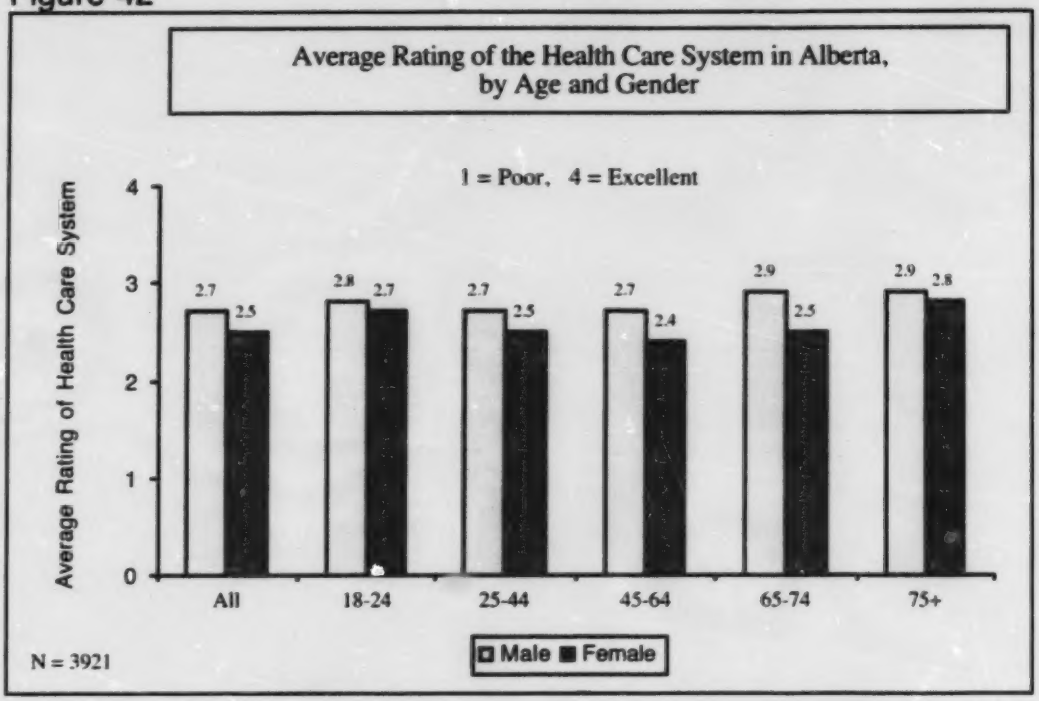
Overall, 62.0% of Albertans rated the health care system in Alberta as either good or excellent in 2002 (compared to 67.7% in 2001 and 62.7% in 2000; see Figure 41). Ratings of the health care system decreased significantly from 2001 to 2002. In 2002, 10.4% rated the health care system in Alberta as excellent, 51.6% rated it as good, 29.7% chose fair, and 8.3% said it was poor.

Figure 41



Males tended to rate the health care system in Alberta a little higher than did females (see Figure 42).

Figure 42



Eight per cent (8.3%) of respondents rated the health care system in Alberta as "poor" while another 29.7% rated it as "fair." The respondents who rated the health care system as fair or poor were asked to provide up three reasons for their rating. Most of the reasons given can be grouped into three categories (data not shown).

The most common category of responses focused on accessibility and availability of services. Indeed, the most frequent criticism was long waiting times given by 51% of those respondents who rated the health care system as fair or poor. Other reasons given relating to accessibility and availability included: staff shortages, services that were hard to get, fewer health services, hospital closures and bed shortages, and doctors leaving.

The second category of reasons given for a fair or poor rating of the health care system focused on dissatisfaction with quality (low quality, not satisfied with service received, system getting worse). The third category of reasons addressed funding issues (cuts, focus on costs and not health, user fees, Alberta Health Care Insurance premiums, and privatization).

Appendix A

Methods

A.1 Sampling

The delivery of public health care in Alberta is the responsibility of seventeen health regions. These regions vary greatly in size and demographics. In order to provide accurate information for the seventeen regions, it was important that each region obtain sufficiently detailed data.

In accordance with the methodology used from 1996 to 2001 the four Northern health regions were each assigned a minimum of 100 interviews and the remaining sample of 3600 was divided between the remaining 13 regions. The formula used to divide the sample allocated survey quotas proportionate to the square root of the population 18 years of age and older in each of the regions, using 2001 Alberta Health Registration Population data provided by Alberta Health.

In order to conduct valid analysis of the province-wide data, the responses from the various health regions were weighted appropriately. For example, although 100 interviews were conducted in the Northwestern Health region, the adult population of that region represents only approximately 21/4000 of the total adult population of Alberta (meaning that in a proportionate sample, only 21 interviews would have been assigned to this region). The responses from the 100 surveys conducted in that region were merged into the full Alberta data with a weight of 0.21. The calculation resulted in the following breakdown of actual surveys and weighted samples between regions:

Region	Sample size	Weighted sample	Region	Sample size	Weighted sample
1 - Chinook	262	195.88	10 - Capital	632	1141.77
2 - Palliser	210	125.69	11 - Aspen	205	121.10
3 - Headwaters	190	103.40	12 - Lakeland	208	123.51
4 - Calgary	675	1301.33	13 - Mistahia	200	114.29
5 - Health Authority 5	158	72.16	14 - Peace	100	31.46
6 - David Thompson	294	249.09	15 - Keeweetinok L.	100	30.81
7 - East Central	216	134.53	16 - Northern Lights	100	54.71
8 - WestView	206	119.97	17 - Northwestern	100	21.02
9 - Crossroads	144	59.27			
			TOTAL	4000	4000.00

The weights attached to the data from each region for the purposes of province-wide analysis are as follows:

Region	Weighting multiplier	Region	Weighting multiplier
1 - Chinook	0.7476270556	10 - Capital	1.8065941902
2 - Palliser	0.5985388453	11 - Aspen	0.5907490009
3 - Headwaters	0.5442265979	12 - Lakeland	0.5937813511
4 - Calgary	1.9278980772	13 - Mistahia	0.5714666288
5 - Health Authority 5	0.4567251893	14 - Peace	0.3145860096
6 - David Thompson	0.8472469894	15 - Keeweetinok Lakes	0.3080958294
7 - East Central	0.6228116294	16 - Northern Lights	0.5470882244
8 - WestView	0.5823959923	17 - Northwestern	0.2101888678
9 - Crossroads	0.4116208594		

Based on the population estimates for each region, quotas were established for the number of interviews to be conducted with persons in specific age and gender categories for each of the regions. This sampling method assures proportional representation for age and gender groups which might be underrepresented in a fully random sample. Typically, underrepresented groups would include young people, especially males, and the elderly. Young people are less likely to be home and available for an interview, while some elderly Albertans take extended vacations or are living in residential facilities and may not be accessible through random digit dialing. The full quota table is reproduced below:

Quota Table By Health Region, Age and Gender																		
		Health Region																
Age	Gender	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	Total
18 - 24	M	20	16	13	43	11	21	14	15	11	43	14	15	16	7	8	8	10	285
	F	19	14	13	43	10	20	14	14	11	42	13	14	16	7	8	8	11	277
25 - 44	M	49	43	40	156	31	61	40	43	30	133	41	39	46	21	24	26	26	849
	F	49	41	40	155	31	61	41	44	29	134	42	43	44	20	24	25	25	848
45 - 64	M	38	30	30	100	25	44	33	34	21	95	33	31	29	16	14	17	12	602
	F	39	30	28	98	24	43	32	32	21	95	31	30	27	15	13	13	10	581
65 - 74	M	12	9	8	22	7	12	10	8	6	24	10	10	7	4	3	1	2	155
	F	13	10	7	24	7	12	11	7	6	27	8	9	6	4	2	1	2	156
75 - plus	M	9	7	4	13	5	8	9	4	4	15	6	7	4	3	2	0	1	101
	F	14	10	7	21	7	12	13	5	5	24	7	10	5	3	2	1	1	146

A random digit dialing approach was used in each health region to contact respondents. This method ensures that a random sample of Albertans is selected. The PRL uses its databank of Alberta telephone numbers to identify which telephone banks (the first five digits of the seven digit telephone number) in each health region (xxx-xxyy) are in operation. A simple program is then used to randomize the last two digits (yy) in each bank. The resultant output is loaded into the CATI system, which randomly allocates these numbers to the various interviewing stations.

As with any telephone-administered survey, certain categories of resident are excluded. These would include all those living in a household without a telephone, many of those living in long-term care facilities, and persons residing in correctional facilities.

A.2 Response Rate

One important factor in ensuring the reliability of data collected through random digit dialing surveys is the response rate achieved for the survey. Certain groups of potential respondents are less likely to be available for a telephone interview than others. While the stratified sample used in this survey compensates for age and gender bias, other potential biases can only be addressed by assuring the highest possible response rate. For example, unemployed, sick, and disabled persons may be more likely to be at home and therefore will tend to be overrepresented in a random survey with a low response rate.

The PRL uses two methods to improve response rate. First, telephone numbers allocated by the CATI system were redialed at different times of the day before they were coded as "no response". This increased the likelihood of securing an interview with busy individuals. Second, the PRL employs specially trained and experienced "refusal interviewers" to "convert" potential respondents' initial refusals to agreement to participate.

Two methods are used to calculate response rates. The first calculation uses the following formula:

$$\text{Response rate} = \frac{\text{\# of completed interviews}}{\text{\# of completed interviews plus \# refused plus \# incompletes plus \# language barrier}}$$

Using this formula, the response rate for 2002 is 76.5% compared to 81.1% in 2001, 79.8% in 2000, 79.1% in 1999, 83.5% in 1998, 78.3% in 1997, and 76.4% in 1996.

A number of categories of uncompleted call dispositions, which are disregarded in the above formula, are incorporated in the following formula. This calculation will show a lower response rate than the above calculation. The formula uses disposition codes from the following table.

$$\text{Response rate} = \frac{\text{\# of completed interviews}}{\text{\# of completed interviews plus disposition codes 1-3.6-10.13.14.20}}$$

CATI Disposition	Final Outcome of Call Attempt	Frequencies						
		1996	1997	1998	1999	2000	2001	2002
1	No answer	748	932	548	711	687	628	567
2	Busy	44	25	24	38	20	27	15
3	Answering machine	248	225	288	442	433	815	548
4	Completed Interviews	4000	4000	4000	4000	4000	4000	4000
5	Line Trouble	53	32	60	162	53	131	725
6/14	Respondent not home/ household residents away	88	148	65	94	155	150	200
7	Callback - Time specified	155	136	139	111	72	110	188
8/13/20	Initial refusals/Final Refusals/ Refusal Callbacks	1125	961	695	939	898	826	1056
9	Incomplete interviews	29	31	35	38	37	42	39
10	Language problems	81	117	60	77	77	65	134
11	Not in service	4431	5159	4225	4241	5537	5894	6400
12	Business / Fax	2956	3681	3321	3771	3597	3710	4010
16	Second residence, New resident	34	24	64	52	69	76	79
19	Quota filled	2353	3544	2382	2353	2361	2043	3771
	TOTAL telephone numbers allocated	16457	19015	15906	17029	17996	18517	21732

Using this method, the response rate for the 2002 survey is 59.3% compared to 60.0% for 2001, 62.7% for 2000, 62.0% for 1999, for 68.3% 1998, 60.8% for 1997, and 61.4% for 1996.

Appendix B

Questionnaire

2002 Public Survey about Health and the Health System in Alberta

Population Research Laboratory
University of Alberta

April 2002

The 2002 Public Survey about Health and the Health System in Alberta

TELEPHONE INTRODUCTION SHEET 2002

1. Hello, my name is _____ and I'm calling (*long distance*) from the Population Research Lab at the University of Alberta.

2. I have dialled XXX-XXXX. Is this correct?

3. Your telephone number was selected at random by computer.

4. The Lab is conducting a public opinion study to help Alberta Health and Wellness better understand the views of Albertans on health and the health care system in this province.

5. To ensure that we speak to a good cross-section of people for your health region, can you please tell me the following:

   a. How many women aged 18 or over live at this number?

      NUMBER OF WOMEN? _____

      98 Refused

      And how many men aged 18 or over live at this number?

      NUMBER OF MEN? _____

      98 Refused

      RECORD SEX OF POTENTIAL RESPONDENT

      Male 1
      Female 2

   b. In which age category do you belong? (READ CATEGORIES)

      18 - 24 years 1
      25 - 44 years 2
      45 - 64 years 3
      65 - 74 years 4
      75 years or older.....5

      INTERVIEWER NOTE: IF RESPONDENT REFUSED, ASK IF SOMEONE ELSE IN THE HOUSEHOLD CAN PARTICIPATE. IF NOT, ENTER "CTRL-END" AND CODE APPROPRIATELY.

      IF AGE/GENDER QUOTAS ARE FILLED, LOOK AT QUOTA SHEET TO ASK FOR SOMEONE ELSE WHO MAY BE QUALIFIED AND BACK UP (ESC) KEY TO REQUALIFY.TERMINATE INTERVIEW IF AGE REFUSED OR AGE/GENDER QUOTAS ARE FILLED; OTHERWISE CONTINUE.

6. I would like to interview you and I'm hoping that now is a good time for you. Your opinions are very important for the research that is being done for health care decision-makers in Alberta. The interview should take 10-12 minutes, depending on the questions that apply to you.

   May we proceed with the interview now? (IF NO, SCHEDULE CALLBACK OR TERMINATE CALL AND CODE APPROPRIATELY)

7. Before we start, I'd like to assure you that your participation is voluntary and that any information you provide will be used only for the indicated purposes in conformity with the Alberta Freedom of Information and Protection of Privacy Act. If there are any questions that you do not wish to answer, please feel free to point these out to me and we'll go on to the next question. You of course have the right to terminate the interview at any time.

8. Your name is not required and no one can identify individual answers in this study. If you have any questions about the survey, you can call the telephone supervisor at 492-2505 (or 1-866-999-2505 toll free) for further information. You may also check the legitimacy of this study with the Registration Branch of Alberta Health and Wellness at 427-1432 (if long distance, dial toll free 310-0000 and then dial the phone number).

I WOULD LIKE TO BEGIN WITH SOME QUESTIONS ON YOUR HEALTH.

1. In general, compared with other people your age, would you say your health is....(READ)

Excellent	1
Very Good	2
Good	3
Fair	4
Poor	5
Don't Know (VOLUNTEERED)	6
No Response	0

2a. Now, thinking of your PHYSICAL HEALTH, which includes physical illness and injury, for how many days during the past 30 days was your physical health NOT good?

_____ Number of days physical health NOT good

97	Don't know
99	No response

2b. Now, thinking of your MENTAL HEALTH, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health NOT good?

_____ Number of days mental health NOT good

97	Don't know
99	No response

2c. During the past 30 days, for about how many days did poor physical or mental health keep
you from doing your usual activities, such as self-care, work, or recreation?

_____ Number of days physical or mental health kept you from usual activities

97	Don't know
99	No response

(INTERVIEWER NOTE: Before going on to the next question, and if response to this question is more than 5, READ BACK: "So, poor physical or mental health kept you from your usual activity for XX days in the last month.")

3. In general, how would you describe your current habits and lifestyle? Would you say they are...(READ)

Very healthy	1
Healthy	2
Somewhat unhealthy	3
Very unhealthy	4
Don't Know (VOLUNTEERED)	5
No Response	0

4a. In the past 12 months, have you made any changes in your habits or lifestyle to improve your health?

Yes..... 1 (ASK 4b)
No..... 2 (GO TO 5)

No Response..... 0 (GO TO 5)

4b. What changes have you made? (DO NOT READ LIST. SELECT ALL THAT APPLY)

Increased exercise/physical activity
Changed diet/improved diet
Quit/reduced smoking
Used vitamin or herbal remedy
Managed/reduced stress
Reduced/quit alcohol consumption
Lost weight
Changed sexual behaviour/reduced risk of STD
Reduced drug/medication use
Managed/reduced blood pressure
Managed/reduced cholesterol
Changed physical environment/moved
Received medical treatment (including mental health treatment)
Improved dental hygiene
Reduced risk of injury
Other (PLEASE SPECIFY) _____
No Response

5. How would you describe your own level of need for health services during the past year? Would you say it was....(READ)

Low..... 1
Moderate..... 2
High..... 3

Don't Know (VOLUNTEERED)..... 4
No Response..... 0

6a. Do you have a chronic health problem which requires regular health services?

Yes.....1 (ASK 6b)
No.....2 (GO TO 7)

No Response.....0 (GO TO 7)

6b. Could you please describe your chronic health problem(s) or condition(s)? (DO NOT READ. SELECT ALL THAT APPLY)

Neurological diseases (e.g., CNS degeneration, fibromyalgia, Parkinson's)
Mental health
Heart and circulatory diseases (e.g., hypertension, high blood pressure)
Asthma and other chronic respiratory diseases (e.g., emphysema, chronic bronchitis)
Diabetes, thyroid, other endocrine diseases
Cancer (all types, including skin cancer)
Gastro-intestinal diseases (affecting liver, pancreas, stomach, intestines, gall bladder)
Genito-urinary (kidneys, bladder, urinary tract)
Reproductive (e.g., impotence, fertility)
Allergies (e.g., hay fever)
Muscular or skeletal diseases/conditions (including skin diseases, arthritis, multiple sclerosis)
Chronic pain
Other (specify) _____
No response

7. Think about the person LIVING in your household, including yourself, with the greatest need for health services during the past year. How would you describe this person's level of need? Would you say it was...(READ)

Low 1
Moderate 2
High 3

Don't Know (VOLUNTEERED) 4
No Response 0

NOW I WOULD LIKE TO ASK YOU SOME GENERAL QUESTIONS ABOUT THE HEALTH SERVICES THAT ARE AVAILABLE TO YOU. HEALTH SERVICES INCLUDE SERVICES AVAILABLE FROM HOSPITALS, PHYSICIANS' CLINICS, LONG TERM CARE FACILITIES, PUBLIC HEALTH SERVICES, HOME AND COMMUNITY HEALTH SERVICES, AND REGIONAL HEALTH AUTHORITIES

8. In general, how would you rate your knowledge of the health services that are available to you? Would you say...

Excellent 1
Good 2
Fair 3
Poor 4

Don't Know (VOLUNTEERED) 5
No Response 0

9. Do you think you need more information about the health services that are available to you?

Yes 1
No 2

Don't Know (VOLUNTEERED) 3
No Response 0

THE NEXT QUESTIONS ARE ABOUT THE HEALTH SYSTEM IN GENERAL. THE HEALTH SYSTEM INCLUDES HOSPITALS, PHYSICIANS' CLINICS, LONG TERM CARE FACILITIES, PUBLIC HEALTH SERVICES, HOME AND COMMUNITY HEALTH SERVICES, REGIONAL HEALTH AUTHORITIES, AND THE PROVINCIAL DEPARTMENT OF HEALTH.

10. Overall, how would you rate the AVAILABILITY of health care services in your community? Would you say it is...(READ)

Excellent 1
Good 2
Fair 3
Poor 4

Don't Know (VOLUNTEERED) 5
No Response 0

11. Overall, how would you rate the QUALITY of health care services that are available in your community? Would you say...(READ)

Excellent 1
Good 2
Fair 3
Poor 4

Don't Know (VOLUNTEERED) 5
No Response 0

12a. How easy or difficult is it for you to get the health care services you need when you need them? Would you say it is...(READ)

Very easy ..... 1 (GO TO 13a)
Easy ..... 2 (GO TO 13a)
A bit difficult ..... 3 (ASK 12b)
Very difficult ..... 4 (ASK 12b)

No Response ..... 0 (GO TO 13a)

(INTERVIEWER NOTE: respondent must be involved with getting services for family member if not answering this question about self. E.g., getting service for child or for invalid spouse)

12b. Which services do you have difficulty obtaining? (DO NOT READ LIST. SELECT ALL THAT APPLY)

General practitioner
Medical specialist
Tests, diagnostic services (e.g., xrays, MRIs)
Mental health services
Hospital admission, surgery
Long term care facility
Home care support
Aids to Daily Living (AADL) supplies & supports
Emergency care
Rehabilitation therapy
General, all kinds (ask for specifics)
Other (PLEASE SPECIFY)_____
No Response

INTERVIEWER NOTE: Aids to Daily Living can be medical supplies (e.g. ostomy bags, diapers), home refits (e.g. tub rails), hearing aids.

INTERVIEWER NOTE: Services provided by professionals such as IV changes and bandage changes would be Home Care support.

12c. What makes it difficult for you? (DO NOT READ LIST. SELECT ALL THAT APPLY)

Transportation problems
User fees for service
Long distance to travel for service
Getting time off work
Service provided at inconvenient time; unavailable certain days
Cost of drugs, supplies, etc. is too high
Long waiting period for appointments
Hard to get quality care/advice from service providers
Not enough health professionals
Difficulty understanding what I am told by service providers
I don't know how to get what I need
Other (PLEASE SPECIFY)_____
No Response

13a. Over the past 12 months, were you ever unable to obtain health care services when you needed them?

Yes.....1 (ASK 13b)
No .....2 (GO TO 14a)

No Response.....0 (GO TO 14a)

(INTERVIEWER NOTE: respondent must be involved with getting services for family member if not answering this question about self. E.g., getting service for child or for invalid spouse)

13b. What type of service or services were you unable to obtain? (DO NOT READ LIST. SELECT ALL THAT APPLY)

Medical doctor (gp)
Medical doctor (specialist)
Emergency care
Ambulance service
Hospital in-patient care
Hospital out-patient care
Long-term care in a facility
Medical test services
Home care services
Therapy (not mental health)
Immunization for self/child
Mental health services or counselling
Other (PLEASE SPECIFY)_____
No Response

13c. Why could you not get this needed service? (DO NOT READ LIST. RECORD ONE ANSWER ONLY. HAVE RESPONDENT CHOOSE MOST RELEVANT IF MORE THAN ONE)

Could not afford the cost 1
Could not get an appointment with health professional 2
No emergency available/emergency closed/inconvenient hours 3
Had to wait too long and/or gave up 4
I was not given the treatment I asked for 5
Not available nearby/not convenient to get to 6
Service not covered by health system 7
No hospital bed available 8
Lack of medical staff/too busy 9
Medical staff incompetent/wrong diagnosis 10
Cutbacks (general) 11
No health card 12
Other (PLEASE SPECIFY)_____ 13

Don't Know/No Response 0

13d. Did this have any effect on you?

Yes ..... 1 (ASK 13e)
No ..... 2 (GO TO 13f)

No Response ..... 0 (GO TO 13f)

13e. What effect did this have on you? (DO NOT READ LIST. RECORD ONE ANSWER ONLY. HAVE RESPONDENT CHOOSE MOST REVELVANT IF MORE THAN ONE)

Physical pain/suffering/discomfort 1
Emotional stress/anxiety/worry/depression/fear 2
Got angry/upset/frustrated 3
Health got worse/illness untreated/recovery delayed 4
Travelled/looked elsewhere for service 5
Turned to family/others for support 6
Treated self/refused to go back to hospital 7
Inconvenience/disruptive/difficulty managing 8
Affected employment (e.g. unable to work; missed work) 9
Financial impact (e.g.had to pay; can't afford; lost wages) 10
Loss of function (e.g., difficulty doing daily activities) 11
Other (PLEASE SPECIFY)_____ 12

No response 0

13f. What happened next? Did you... (READ)

Get the service you needed somewhere else 1
Get a different service 2
Get better on your own 3
Get the service you needed at a later time 4
Never receive the needed service 5
Other (PLEASE SPECIFY)_____ 6

No Response 0

THE NEXT QUESTIONS ARE ABOUT THE HEALTH CARE SERVICES YOU PERSONALLY HAVE RECEIVED IN ALBERTA. HEALTH SERVICES INCLUDE SERVICES AVAILABLE FROM HOSPITALS, DOCTOR'S CLINICS, LONG TERM CARE FACILITIES, PUBLIC HEALTH SERVICES, HOME AND COMMUNITY HEALTH SERVICES, AND REGIONAL HEALTH AUTHORITIES.

14a. Have you PERSONALLY received any health care services IN ALBERTA in the past 12 months?

Yes ..... 1 (ASK 14b)
No ..... 2 (GO TO 17a)

No Response ..... 0 (GO TO 17a)

14b. Overall, how would you rate the quality of care you personally have received in the past 12 months? Would you say it was...(READ)

Excellent ..... 1 (GO TO 14d)
Good ..... 2 (GO TO 14d)
Fair ..... 3 (ASK 14c)
Poor ..... 4 (ASK 14c)

Don't Know (VOLUNTEERED) ..... 5 (GO TO 14d)
No Response ..... 0 (GO TO 14d)

14c. Why do you say that the quality of health service you received was *(fair/poor)?* (DO NOT READ LIST. SELECT ALL THAT APPLY.)

Care too rushed, not thorough, not complete
Lack of confidence in provider, lack of professional competence
Poor communication, poor follow-up, poor coordination of care, multiple referrals
Service poor, improper, bad result
Shortage of staff, overworked/overloaded staff
Access issues, hard to get needed care, care not available (e.g., distance)
Did not get the treatment I wanted
Had to wait too long
Lack of courtesy and respect
No time to ask questions/not allowed
Did not get better
Health got worse
Got incorrect information/treatment
Other (PLEASE SPECIFY) _____
No Response

14d. How did the health care services you received in the past 12 months affect your health? Would you say the results were...(READ)

Excellent 1
Good 2
Fair 3
Poor 4

Don't Know (VOLUNTEERED) 5
No Response 0

(OPTIONAL READ: Results might include understanding your own personal health or treatment if your health didn't change)

THE NEXT QUESTIONS ARE ABOUT CARE YOU HAVE PERSONALLY RECEIVED FROM A PHYSICIAN IN ALBERTA IN THE PAST 12 MONTHS, EITHER AT THE PHYSICIAN'S OFFICE OR CLINIC. (INTERVIEWER NOTE: IF PERSON MENTIONS GOING TO THE HOSPITAL TO SEE HIS/HER DOCTOR, PROBE TO FIND OUT IF HIS/HER DOCTOR HAS AN OFFICE OR CLINIC AT THE HOSPITAL.)

15a. In the past 12 months, have you personally received health services from a physician in Alberta, either a FAMILY DOCTOR or a MEDICAL SPECIALIST?

Yes .....1 (ASK 15b)
No .....2 (GO TO 16a)

No response.....3 (GO TO 16a)

15b. Think of the most recent time that you obtained a service from a physician. Was this service from a family doctor or a specialist?

Family doctor (general practitioner).....1 (ASK 15c)
Specialist.....2 (ASK 15c)

Don't know (VOLUNTEERED) .....3 (GO TO 16a)
No response.....0 (GO TO 16a)

15c. How long did you have to wait from the time you made the appointment until you were able to see your doctor on this occasion? Would you say it was...(READ)
(INTERVIEWER NOTE: IT DOESN'T MATTER IF SOMEONE OTHER THAN THE RESPONDENT MADE THE APPOINTMENT, WE JUST WANT TO KNOW HOW LONG HE/SHE WAITED)

Same day (e.g., walk in clinic) 1
Less than 1 week 2
1 to less than 2 weeks..... 3
2 weeks to less than 1 month 4
1 to less than 3 months 5
3 to less than 6 months 6
6 months or longer..... 7

Don't know (VOLUNTEERED) 8
No Response..... 0

15d. How would you rate the QUALITY of care you received from this physician on this occasion? Would you say it was...(READ)

Excellent..... 1 (GO TO 15f)
Good..... 2 (GO TO 15f)
Fair..... 3 (ASK 15e)
Poor ..... 4 (ASK 15e)

Don't Know (VOLUNTEERED)..... 5 (GO TO 15f)
No Response..... 0 (GO TO 15f)

15e. Why do you say that the quality of health services you received from the physician was (*fair/poor)?* (DO NOT READ LIST. SELECT ALL THAT APPLY.)

Care too rushed, not thorough, not complete
Lack of confidence in provider, lack of professional competence
Poor communication, poor follow-up, poor coordination of care, multiple referrals
Waited too long to get the appointment
The doctor was late for the appointment
Lack of privacy
Poor environment (e.g., messy, noisy)
Did not get the desired treatment
Got incorrect treatment
Lack of courtesy, respect
Lack of attention to my needs
No time to ask questions; not involved in decisions
Not given adequate instructions on self-care
Other (PLEASE SPECIFY)_____
No Response

15f. How did the health care services you received from your doctor on this occasion affect your health? Would you say the RESULTS were...(READ)

Excellent..... 1
Good..... 2
Fair..... 3
Poor..... 4

Don't Know (VOLUNTEERED)..... 5
No Response..... 0

(OPTIONAL READ: Results might include understanding your own personal health or treatment if your health didn't change)

15g. How easy or difficult was it for you to obtain this service from your physician? Would you say it was...(READ)

Very easy.....1 (GO TO Q16a)
Easy.....2 (GO TO Q16a)
A bit difficult.....3 (ASK Q15h)
Very difficult.....4 (ASK Q15h)

Don't know (VOLUNTEERED).....5 (GO TO Q16a)
No response.....0 (GO TO Q16a)

15h. What made it difficult for you? (DO NOT READ. SELECT ALL THAT APPLY)

Long waiting time at the office
Long waiting time for appointment
Doctor or specialist too far away/transportation problems
Difficulty finding a family physician who is taking new patients
Difficulty obtaining referral to specialist
Other (PLEASE SPECIFY)_____
No response

THE NEXT QUESTIONS ARE SPECIFICALLY ABOUT HEALTH SERVICES THAT YOU PERSONALLY RECEIVED AT A HOSPITAL IN ALBERTA IN THE PAST 12 MONTHS.

16a. In the past 12 months, have YOU PERSONALLY received health services at a HOSPITAL in Alberta, either as an overnight patient, a day patient, or through emergency?

Yes ..... 1 (ASK 16b)
No ..... 2 (GO TO 17a)

No Response ..... 0 (GO TO 17a)

16b. What type of hospital service did you receive? Was it....(READ)

(INTERVIEWER NOTE: If more than one, ask for the most recent service received)

Overnight (Inpatient) 1
Day (Outpatient) 2
Emergency 3

Don't Know (VOLUNTEERED) ..... 4 (GO TO 17a)
No response ..... 0 (GO TO 17a)

16c. How would you rate the QUALITY of care you most recently received at the hospital? Would you say it was...(READ)

Excellent ..... 1 (GO TO 16e)
Good ..... 2 (GO TO 16e)
Fair ..... 3 (ASK 16d)
Poor ..... 4 (ASK 16d)

Don't Know (VOLUNTEERED) ..... 5 (GO TO 16e)
No Response ..... 0 (GO TO 16e)

16d. Why do you say that the quality of health services you received at the hospital was *(fair/poor)*? (DO NOT READ LIST. SELECT ALL THAT APPLY.)

Care too rushed, not thorough, not complete
Lack of confidence in provider, lack of professional competence
Poor communication, poor follow-up, poor coordination of care, multiple referrals
Waited too long to get into hospital (before admission)
Waited too long at hospital before service provided
Lack of privacy
Too crowded
Shortage of staff, overworked/overloaded staff
Poor environment (e.g., messy, noisy)
Did not get the desired treatment
Got incorrect treatment
Lack of courtesy, respect from doctors
Lack of courtesy, respect from staff
Lack of attention to my needs from doctors
Lack of attention to my needs from staff
No time to ask questions; not involved in decisions
Sent home too soon
Not given adequate instructions on self-care
Other (PLEASE SPECIFY)_____
No Response

16e. How did the health care services you received at the hospital affect your health? Would you say the RESULTS were...(READ)

Excellent 1
Good 2
Fair 3
Poor 4

Don't Know (VOLUNTEERED) 5
No Response 0

16f. How easy or difficult was it for you to get this hospital service when you needed it? Would you say it was...(READ)

Very easy ..... 1 (GO TO Q17a)
Easy ..... 2 (GO TO Q17a)
A bit difficult ..... 3 (ASK Q16g)
Very difficult ..... 4 (ASK Q16g)

Don't know (VOLUNTEERED) ..... 5 (GO TO Q17a)
No response ..... 0 (GO TO Q17a)

16g. What made it difficult for you? (DO NOT READ. SELECT ALL THAT APPLY)

Location of hospital
Getting time off work/family responsibilities
Long waiting list for surgery or to be admitted
Long wait in emergency
Not enough doctors/nurses
Other (PLEASE SPECIFY)_____
No response

THE NEXT QUESTIONS ARE ABOUT THE HEALTH SERVICES THAT OTHER MEMBERS OF YOUR HOUSEHOLD RECEIVED AT A HOSPITAL IN ALBERTA IN THE PAST 12 MONTHS.

17a. In the past 12 months, did another person living in your household, like a spouse, child, parent, or roommate receive health services at a HOSPITAL in Alberta. This could have been either as an overnight patient, a day patient, or through emergency?

1 Yes (ASK 17b)
2 No (GO TO 18a)

3 Don't Know (VOLUNTEERED) (GO TO 18a)
0 No Response (GO TO 18a)
4 Not applicable - no one else in the household (GO TO 18a)

17b. Which household member most recently received health services at a hospital in Alberta in the past 12 months? (DO NOT READ)

Spouse (including common-law) 1
Child (including step, adopted, foster) 2
Parent (including in-laws) 3
Other 4

No response 0

17c. What type of hospital service did he/she receive? Was it .....(READ)

Overnight (Inpatient)..... 1
Day (Outpatient)..... 2
Emergency..... 3

Don't Know (VOLUNTEERED)..... 4 (GO TO 18a)
No response..... 0 (GO TO 18a)

17d. How would you rate the quality of care he/she received at the hospital? Would you say it was...(READ)

Excellent..... 1 (GO TO 17f)
Good..... 2 (GO TO 17f)
Fair..... 3 (ASK 17e)
Poor..... 4 (ASK 17e)

Don't Know (VOLUNTEERED)..... 5 (GO TO 17f)
No Response..... 0 (GO TO 17f)

17e. Why do you say that the quality of health service your household member received was *(fair/poor)*? (DO NOT READ LIST. SELECT ALL THAT APPLY.)

Care too rushed, not thorough, not complete
Lack of confidence in provider, lack of professional competence
Poor communication, poor follow-up, poor coordination of care, multiple referrals
Waited too long to get into hospital (before admission)
Waited too long at hospital before service provided
Lack of privacy
Too crowded
Shortage of staff, overworked/overloaded staff
Poor environment (e.g., messy, noisy)
Did not get the desired treatment
Got incorrect treatment
Lack of courtesy, respect from doctors
Lack of courtesy, respect from staff
Lack of attention to my needs from doctors
Lack of attention to my needs from staff
No time to ask questions; not involved in decisions
Sent home too soon
Not given adequate instructions on self-care
Other (PLEASE SPECIFY)_____
No Response

17f. How did the health care services your household member received at the hospital affect his/her health? Would you say the results were...(READ)

Excellent..... 1
Good..... 2
Fair..... 3
Poor..... 4

Don't Know (VOLUNTEERED)..... 5
No Response..... 0

(OPTIONAL READ: Results might include understanding his/her own personal health or treatment if his/her health didn't change)

IN PREVIOUS QUESTIONS, I ASKED ABOUT THE QUALITY OF CARE. IN THESE NEXT FEW QUESTIONS, I WOULD LIKE TO KNOW IF YOU WERE SATISIFIED WITH THE WAY IN WHICH THE HEALTH CARE SERVICES WERE PROVIDED TO YOU. PLEASE THINK ABOUT THE MOST RECENT OCCASION IN THE PAST 12 MONTHS WHEN YOU RECEIVED A HEALTH SERVICE PAID FOR BY THE ALBERTA HEALTH CARE INSURANCE PLAN

18a. What type of health service did you receive most recently in the past 12 months? (SELECT ONE RESPONSE)

Physician.....1
Hospital (day patient).....2
Hospital (overnight patient).....3
Hospital (emergency).....4
Public health clinic.....5
Service in own home.....6
Public health laboratory (diagnostics/testing)....7
Support devices (e.g., Aids to Daily Living).....8
Other (PLEASE SPECIFY)_____.....9

No response/don't know.....0

NOTE: IF RESPONSE IN Q14A WAS 'NO' OR 'NO RESPONSE' SKIP TO Q19A

18b. How satisfied were you with THE WAY this health service was provided to you? Were you...(READ)

Very satisfied.....1 (ASK Q18c)
Somewhat satisfied.....2 (ASK Q18c)
Neither satisfied nor dissatisfied.....3 (GO TO Q19a)
Somewhat dissatisfied.....4 (GO TO Q18d)
Very dissatisfied.....5 (GO TO Q18d)

Don't Know (VOLUNTEERED)..... 6 (GO TO Q19a)
No Response..... 0 (GO TO Q19a)

18c. What made you satisfied with THE WAY the service was provided? (DO NOT READ. SELECT ALL THAT APPLY)

Provider was friendly
Provider listened to what I said
Provider explained things; answered my questions
The service was efficient; did not waste my time; no waiting time
Provider seemed to care about me
The place was tidy and pleasant
Service was very professional
Provider did satisfactory/good/acceptable job/got positive result
Provider discussed options/choices
Other (PLEASE SPECIFY)_____
No response

(GO TO Q19a)

18d. What made you dissatisfied with THE WAY the service was provided? (DO NOT READ. SELECT ALL THAT APPLY)

Provider was not friendly
Provider did not listen to what I said
Service was rushed
I did not understand what was being done/said
I did not think the provider was doing things properly
Service was poor quality
I was left alone too long
Service took too much time; waited too long
Provider did not seem to care about me
The place was untidy, crowded, or unpleasant
Provider did unsatisfactory/poor job/didn't get positive result
Provider did not discuss options/choices
Other (PLEASE SPECIFY)_____
No response

(IF RESPONDENT DID NOT PERSONALLY USE HEALTH CARE SERVICES, IE. 14A NOT EQUAL TO 1, AND REPORTED THAT NO ONE IN THE HOUSEHOLD USED HEALTH SERVICES AT A HOSPITAL IN THE PAST YEAR, IE. 17A NOT EQUAL TO 1, SKIP TO V20)

19a. Did you ever want to make a complaint about health services you or someone in your household received during the past year?

Yes..... 1 (ASK 19b)
No ..... 2 (GO TO 20)

No Response..... 0 (GO TO 20)

19b. Have you made a complaint about any health service you or someone in your household received during the past year?

Yes..... 1 (ASK 19c)
No ..... 2 (GO TO 19e)

No Response 0 (GO TO 20)

19c. To whom did you complain? (DO NOT READ LIST. SELECT ALL THAT APPLY)

The person providing service (e.g., nurse in charge of care)
My doctor
The person in charge of the facility or unit
The regional health authority
Professional group (e.g. College of Physicians & Surgeons)
An appeals body (e.g. Health Services Review Committee)
Alberta Health and Wellness
The government (MLAs; Minister; Premier)
My family, friends, or neighbours
The media
Don't Remember
No response

If response is Yes to any of the first eight items, then ask 19d.
If response is "My family, friends, or neighbours", or "the media", ask 19e.
If response "Don't remember", or "No response", GO TO 20.

19d. How satisfied were you with the response to your complaint? Were you....(READ)

Very satisfied.....1 (GO TO 20)
Satisfied.....2 (GO TO 20)
Dissatisfied.....3 (GO TO 20)
Very dissatisfied.....4 (GO TO 20)

No response 0 (GO TO 20)

19e. Why did you not make a complaint to someone in the health system? (DO NOT READ LIST. SELECT ALL THAT APPLY)

Didn't know how to go about it
Too much trouble
My complaint was not important enough
They wouldn't do anything about it anyway
Afraid that complaining would make things worse
There's no one to complain to
Other (PLEASE SPECIFY)_____
No response

THE NEXT QUESTION IS ABOUT INFORMATION AND DECISION-MAKING ABOUT HEALTH SERVICES. (OPTIONAL READ: HEALTH SERVICES INCLUDE SERVICES AVAILABLE FROM HOSPITALS, PHYSICIANS' CLINICS, LONG TERM CARE FACILITIES, PUBLIC HEALTH SERVICES, HOME AND COMMUNITY HEALTH SERVICES, AND REGIONAL HEALTH AUTHORITIES).

20. In general, do you believe you have enough information to make informed decisions about the health care services you need? Would you say...(READ)

Always.....1
Often.....2
Sometimes.....3
Never.....4

Don't Know (VOLUNTEERED).....5
No Response.....0

THE NEXT QUESTIONS ARE ABOUT OTHER HEALTH ISSUES.

21a. In the past 6 months, have you PROVIDED any health care support to a family member? (A family member includes spouse/partner, parent, grandparent, sibling, child, or grandchild.)

Yes ..... 1 (ASK 21b)
No ..... 2 (GO TO 21d)

No Response..... 0 (GO TO 21d)

(OPTIONAL READ: Health care support includes any type of support or help to a person because of a health condition.)

21b. What kind of help did you provide? (DO NOT READ LIST. SELECT ALL THAT APPLY.)

Emotional/moral support/companionship/advice
Home care/personal care
Palliative care (care for the dying)
Household cleaning/cooking/grocery shopping/errands
Child care
Transportation
Financial support/paid for supplies or medicine
Other (PLEASE SPECIFY)_____
No response

21c. How would you describe the effects of providing this support? Would you say that it was...(READ)

Not an inconvenience 1
A minor inconvenience or disruption 2
A major disruption of my normal activities 3

No Response 0

21d. In the past 6 months, have you paid to obtain health care support IN THE HOME, either for yourself or for a family member? *(A family member includes spouse/partner, parent, grandparent, sibling, child, or grandchild.)*

Yes .....1 (ASK 21e)
No .....2 (GO TO 22a)

No Response.....0 (GO TO 22a)

(OPTIONAL READ: includes any type of support to a person because of a health condition.)

21e. Was any of this cost paid through private insurance?

Yes 1
No 2

Don't Know.....3
No Response.....0

21f. What type of health care support was involved? (DO NOT READ LIST. SELECT ALL THAT APPLY.)

Home care nurse/attendant
Housekeeper/cleaner/yard worker
Child care/postnatal services
Live-in companion
Medical supplies
Prescriptions/medications
Health professionals (e.g. physiotherapists)
Alternative therapies (e.g. acupuncture, chiropractor, homeopath, massage)
Counselling
Financial support/pay premiums
Other (PLEASE SPECIFY)_____
No Response

22a. At this time, are you or a person LIVING in your household waiting for a medical treatment, consultation, surgery, home care services, or long term care placement?

Yes .....1 (ASK 22b)
No .....2 (GO TO 23a)

No Response.....0 (GO TO 23a)

22b. What are you or the person in your household waiting for? (DO NOT READ. SELECT ONE RESPONSE)

Surgery/cataract removal 1
Consultation/diagnosis/tests/see specialist.....2
Medical treatment/see doctor.....3
Home care services.....4
Long-term placement.....5
Community rehabilitation services: physiotherapy, audiology, speech therapy 6
Dental treatment/dental surgery.....7
Other (PLEASE SPECIFY)_____.....8

No Response.....0

(INTERVIEWER NOTE: if person is waiting for more than one service, choose the "highest level". E.g., if waiting for medical treatment and surgery, choose surgery.)

THE NEXT QUESTIONS ARE AGAIN ABOUT ALBERTA'S HEALTH SYSTEM OVERALL. (OPTIONAL READ: The health system includes hospitals, physicians' clinics, long term care facilities, public health services, home and community health services, regional health authorities, and the provincial department of health.)

23a. Thinking now about the health care system in Alberta, overall, how would you rate it? Would you say it is...(READ)

Excellent..... 1 (GO TO 24)
Good..... 2 (GO TO 24)
Fair..... 3 (ASK 23b)
Poor..... 4 (ASK 23b)

Don't Know (VOLUNTEERED)..... 5 (GO TO 24)
No Response..... 0 (GO TO 24)

23b. What is it about the health system that makes you rate it *(fair/poor)*? (DO NOT READ LIST. SELECT A MAXIMUM OF 3 RESPONSES)

Not satisfied with service received
Cuts in funding
Hospital closures, bed shortages
Fewer health services
Staff shortage (doctors, nurses, other health personnel, staff overworked)
Doctors leaving
Low quality of care (includes all interactions with staff)
User fees
It is getting worse
Health system should be privatized (support Bill C-11)
Health system should NOT be privatized (oppose Bill C-11)
Abortion funding
Focus on costs, not health
Hard to get services (e.g., access problems like travel)
Long wait time for service (e.g., long wait to see professional)
Alberta Health Care Insurance premiums (all comments)
Board members should be elected (not appointed)
Other (PLEASE SPECIFY)_____
No Response

24. Overall, how satisfied are you with the health system in Alberta? Would you say you are...(READ)

Very satisfied 1
Somewhat satisfied 2
Neither satisfied nor dissatisfied 3
Somewhat dissatisfied 4
Very dissatisfied 5

No Response 0

THE NEXT QUESTION IS ABOUT HEALTH SERVICE PERFORMANCE INFORMATION. HEALTH SERVICE PERFORMANCE INFORMATION INCLUDES STATISTICS OR REPORTS ABOUT THE QUALITY OF SERVICES, ACCESS TO SERVICES, NUMBER OF SERVICES PROVIDED, SATISFACTION WITH CARE, AND SIMILAR TOPICS RELATED TO THE DELIVERY OF HEALTH SERVICES IN ALBERTA.

25a. In the past year, have you seen or read any statistics or reports on health service performance in Alberta?

Yes.....1
No.....2 (GO TO 26a)

Don't Know.....3 (GO TO 26a)
No Response.....0 (GO TO 26a)

25b. Were these statistics or reports produced by the Ministry of Alberta Health and Wellness (Alberta government department of Health)?

Yes.....1
No.....2

Don't Know.....3
No Response.....0

THESE FINAL QUESTIONS WILL GIVE US A BETTER PICTURE OF THE PEOPLE WHO TOOK PART IN THIS STUDY.

26a. Including yourself, how many people NORMALLY live in your household?

_____ Total number of people including children

98 No Response

26b. How many of these people are under 18 years of age?

_____ Number of children

98 No Response

27. What is the highest level of education you have attended or completed? (DO NOT READ LIST)

No schooling 1
Some Elementary 2
Completed Elementary 3
Some Secondary 4
Completed Secondary 5
Some college, technical, or nurse's training 6
Completed college, technical, or nurse's training 7
Some University 8
Completed University 9
Other education or training (PLEASE SPECIFY)_____ 10

No Response 0

28. What is the name of the Health Region in which you live? (DO NOT READ LIST. CODE THE ANSWER PROVIDED BY THE RESPONDENT, EVEN IF IT IS THE WRONG HEALTH REGION. THE NUMBER OF THE HEALTH REGION DOES NOT HAVE TO BE MENTIONED EXCEPT FOR HEALTH REGION 5)

Chinook Health Region 1 1
Palliser Health Region 2 2
Headwaters Health Region 3 3
Calgary Health Region 4 4
Health Authority 5 5
David Thompson Health Region 6 6
East Central Health Region 7 7
Westview Health Region 8 8
Crossroads Health Region 9 9
Capital Health Region 10 10
Aspen Health Region 11 11
Lakeland Health Region 12 12
Mistahia Health Region 13 13
Peace Health Region 14 14
Keeweetinok Lakes Health 15 15
Northern Lights Health Region 16 16
Northwestern Health Region 17 17

Don't Know/No Response/Incorrect Name 18

NOTE: IF RECENT CHANGE IN HEALTH REGION, ASK FOR PREVIOUS REGION.

29. What was your total household income before taxes last year? (IF NECESSARY, PROBE WITH CATEGORIES)

UNDER $6000 .1	$26000-27999.....12	$60000-64999.....23
6000-7999.....2	28000-29999.....13	65000-69999.....24
8000-9999.....3	30000-31999.....14	70000-74999.....25
10000-11999...4	32000-33999.....15	75000-79999.....26
12000-13999...5	34000-35999.....16	80000-84999.....27
14000-15999...6	36000-37999.....17	85000-89999.....28
16000-17999...7	38000-39999.....18	90000-94999.....29
18000-19999...8	40000-44999.....19	95000-99999.....30
20000-21999...9	45000-49999.....20	100000+ 31
22000-23999...10	50000-54999.....21	Don't know 32
24000-25999...11	55000-59999.....22	No response..... 0

30. To ensure that we reach respondents in all areas of the province, would you please tell me your postal code?

1.....Press 1 to open a window and enter the postal code. _____
2.....Don't Know - Press 2 to open a window and ask:
What is the name of your city/town? _____
0.....No Response

(INTERVIEWER NOTE: IF RESPONDENT DOESN'T WISH TO GIVE ALL 6 DIGITS/LETTERS OF POSTAL CODE, ASK FOR NAME OF CITY/TOWN HE/SHE LIVES IN)

31. Finally, if you could change ONE thing in the health care system, what would it be?

_____

_____

_____

_____

_____

We've reached the end of our survey and I'd like to thank you very much for your time and cooperation.